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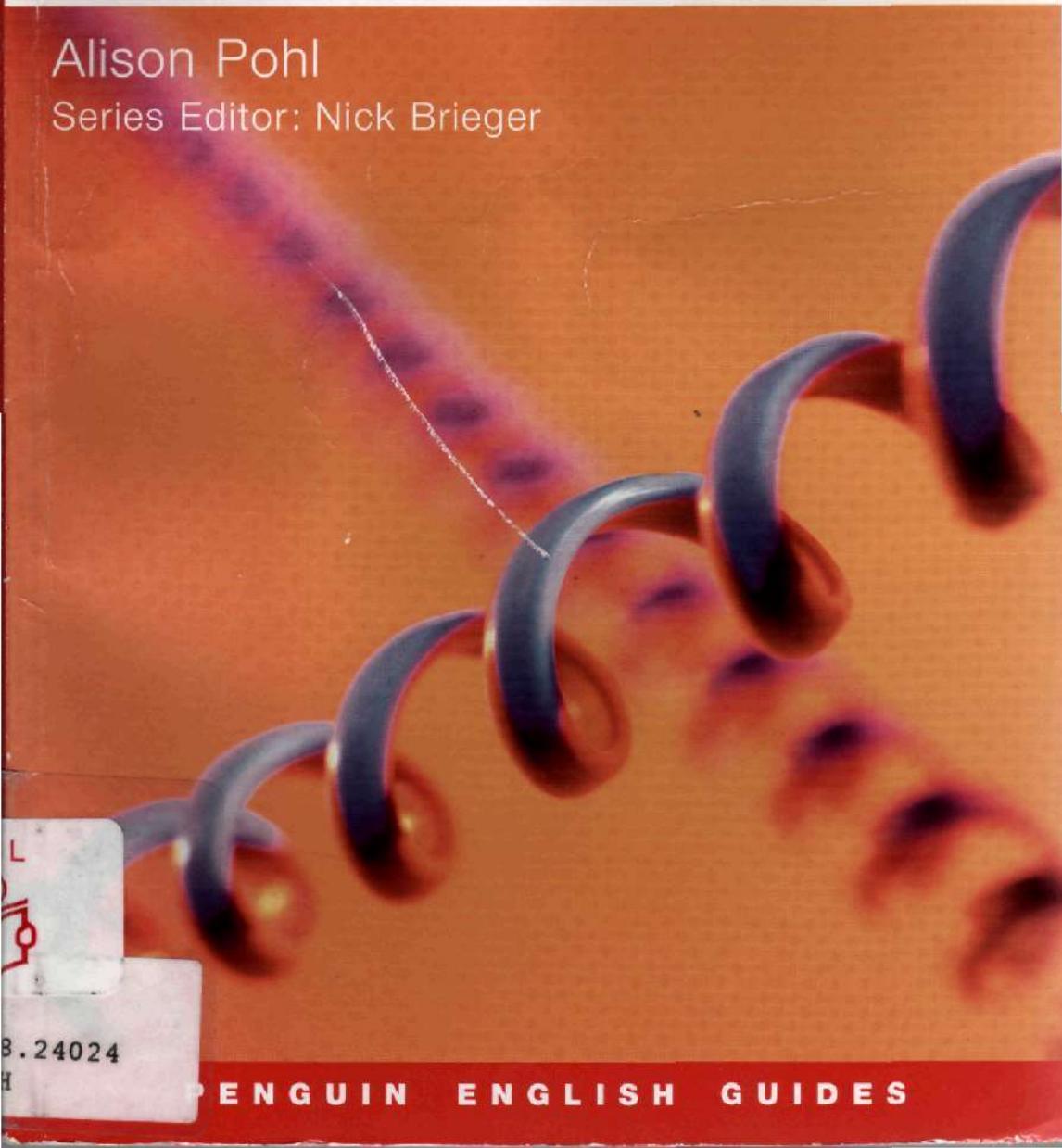


# Professional English

## Secretarial

Alison Pohl

Series Editor: Nick Brieger



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PENGUIN ENGLISH GUIDES



# Professional English Secretarial

*Test Your Professional English: Secretarial* is one in a series of ten useful *Test Your Professional English* books. This thoroughly revised and updated edition features 60 clear and simple tests for students or people working in administrative positions such as secretaries and personal assistants. The book is organized into 8 sections and covers over 500 key words and expressions in areas such as the office environment, telephoning, the latest technology, meetings, handling visitors, written communication and money matters.

- 60 tests covering over 500 key words and expressions
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- A-Z word list and full answer key
- Ideal for self-study and classroom use



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# To the student

Do you use English in your work or in your studies? Perhaps you are working in an English speaking country or perhaps you need English to communicate with people from other countries. Whatever your background, the tests in this book will help you improve your English. You can check your knowledge of key vocabulary and essential expressions and see how these terms are used. This will help you to communicate more effectively and confidently in your work or in your studies.

The book has been divided into eight sections. Each section deals with an important topic area in the field of secretarial work from the office to money matters. You may choose to work through the book from beginning to end or may find it more useful to select chapters according to your interests and needs.

Many tests also have tips (advice) on language, language learning and professional information. Do read these explanations and tips: they are there to help you.

To make the book more challenging and more fun, many different kinds of tests are used, including sentence transformation, gap-filling, word families, multiple choice and crosswords. There is a key at the back of the book so that you can check your answers; and a word list to help you revise key vocabulary.

Vocabulary is an important part of language learning and this book will help you to develop your specialist vocabulary. When you are learning vocabulary, notice how words are used (grammar) and when they are used (context). Perhaps you only need to recognise certain items of vocabulary when you read or hear them but if you need to be able to use them yourself at a later date, practise making sentences of your own. The tests in this book will help you check what you know and increase your knowledge of new concepts and terms in a structured and systematic way.

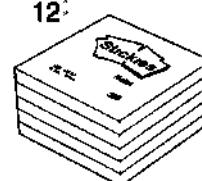
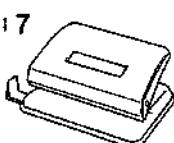
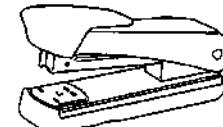
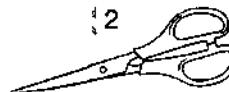
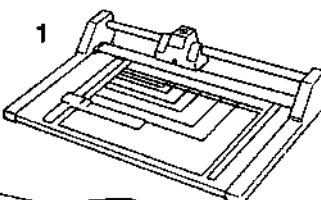
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Test Your Professional English: Accounting	Alison Pohl
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Test Your Professional English: Medical	Alison Pohl
Test Your Professional English: Secretarial	Alison Pohl

# 1 Office items

Write the number of each item next to the correct word or phrase.

stapler	5	drawing pins	_____
staples	_____	Post-it notes	_____
hole punch	_____	magazine file	_____
scissors	_____	diary	_____
paper trimmer	_____	calculator	_____
foldback clips	_____	correction fluid	_____
paper clips	_____		

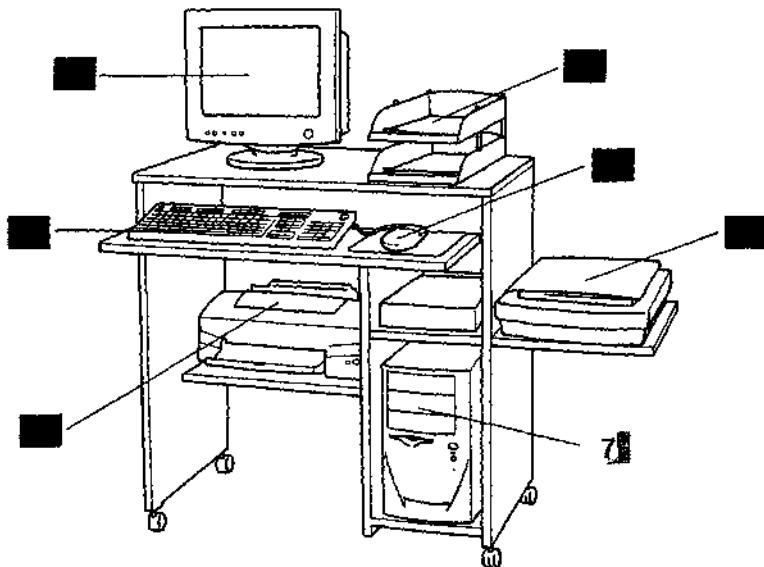


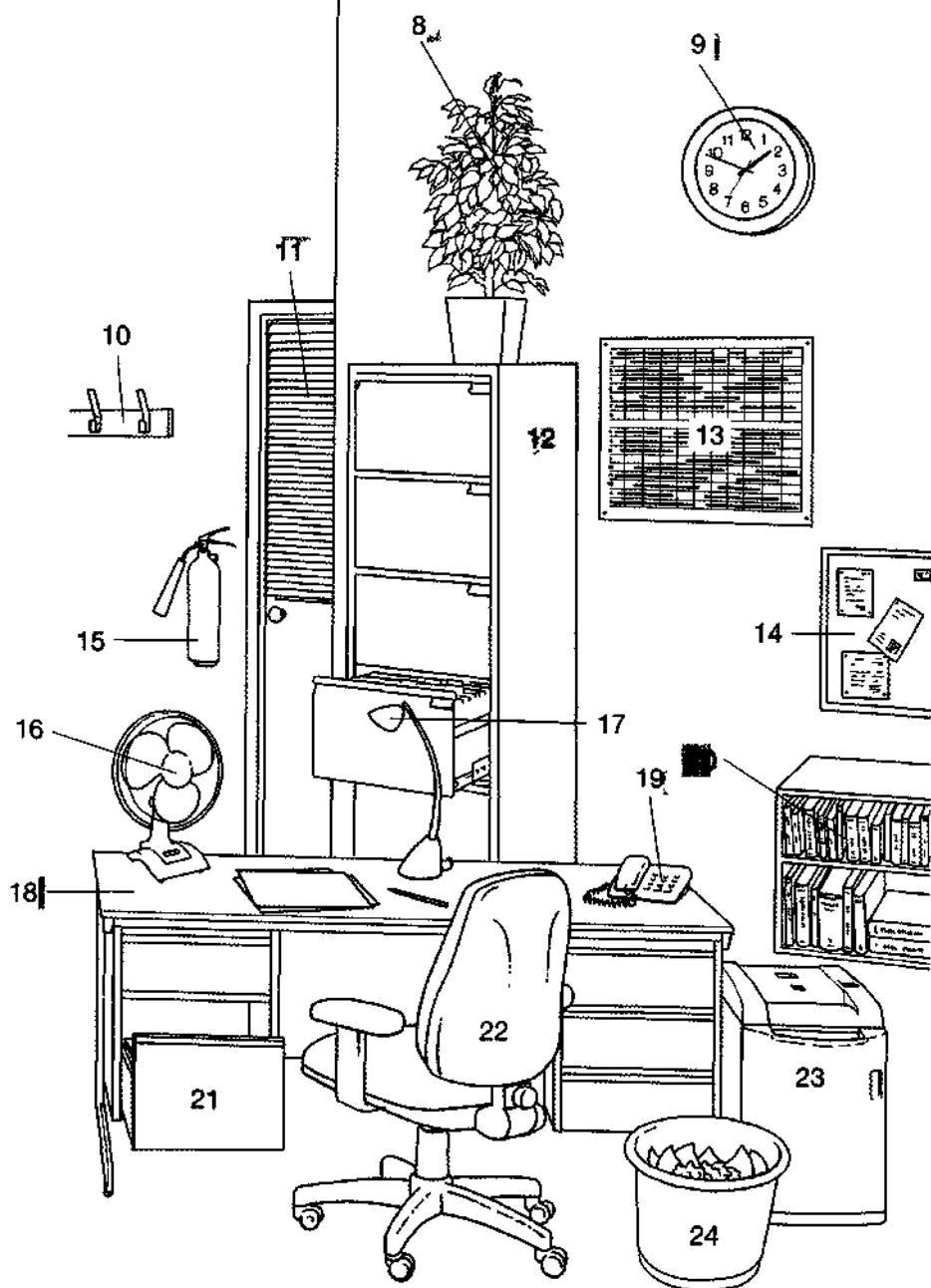
You can practise the vocabulary of office equipment in 5.

# Office furniture

Look at the drawings below and on the page opposite and write the numbers 1–24 next to the correct word or phrase.

desk	<u>18</u>	wall planner	_____
swivel chair	_____	lamp	_____
keyboard	_____	fire extinguisher	_____
notice board	_____	mouse	_____
drawer	_____	plant	_____
waste-paper basket	_____	shredder	_____
monitor	_____	coat hook	_____
bookcase	_____	printer	_____
telephone	_____	blind	_____
in-tray	_____	fan	_____
clock	_____	filing cabinet	_____
scanner	_____	personal computer	_____





# Stationery supplies

Match the following descriptions with the correct word(s).

1	The people who make and supply us with company stationery, business cards, etc.	a recycled
2	The first page of a business letter is always written on a sheet of paper with this at the top.	b index flags
3	The special design or way of writing the company name which is found on advertising material, price lists and writing paper.	c notepad
4	This kind of paper is better for the environment, it's made from waste fibres.	d transparency film
5	Letters are folded and put in this for posting.	e letterhead
6	A small piece of paper placed in a package when a letter isn't required.	f printers
7	This is stuck on a parcel or package for posting.	g compliments slip
8	When stationery is required this is completed.	h logo
9	Reminders, notes, dates, times and details are some of the things you can quickly write down in this.	i label
10	These are perfect for tabbing, indexing and coding pages so you can find them immediately.	j envelope
11	You will need this if you want to make copies that can be shown on an overhead projector.	k requisition

1	2	3	4	5	6	7	8	9	10	11
f										

# 4 Quantities

Match up the following quantities with the pictures below

- 1 a ream of paper
- 2 a bar of \_\_\_\_\_
- 3 a ball of \_\_\_\_\_
- 4 a set of \_\_\_\_\_
- 5 a jar of \_\_\_\_\_
- 6 a bottle of \_\_\_\_\_

- 7 a pack of \_\_\_\_\_
- 8 a box of \_\_\_\_\_
- 9 a can of \_\_\_\_\_
- 10 a bag of \_\_\_\_\_
- 11 a tube of \_\_\_\_\_
- 12 a roll of \_\_\_\_\_



We nearly always join the quantity word and noun with the preposition **of**. The verb which follows is either singular or plural depending on the quantity word and not the noun. For example: The rolls of tape have been ordered (plural). The box of envelopes has arrived (singular).

# U Accident prevention

A Fill in the missing words in the instructions. Choose from the box.

ashtrays bend block drawers electrical exit guards  
replace securely stand ~~switch~~ top trailing trolley



- 1 Handle equipment as instructed and switch off machines when not in use.
- 2 Avoid having \_\_\_\_\_ flexes from electrical sockets to machines.
- 3 Do not \_\_\_\_\_ corridors and gangways with bags and boxes.
- 4 If a machine isn't working properly, do not tamper with \_\_\_\_\_ parts.
- 5 Read fire notices and know where your nearest \_\_\_\_\_ is.
- 6 Check that \_\_\_\_\_ are fitted on machines such as guillotines.
- 7 Smokers must use \_\_\_\_\_ and not the waste-paper basket.
- 8 \_\_\_\_\_ the cap on cleaning and correcting fluid bottles immediately after use.
- 9 Make sure equipment is placed \_\_\_\_\_ on desk tops.
- 10 When lifting things from the floor \_\_\_\_\_ your legs to avoid back strain.
- 11 Do not carry heavy objects. Use a \_\_\_\_\_.
- 12 Do not place heavy items in the \_\_\_\_\_ drawer of a cabinet.
- 13 Do not allow \_\_\_\_\_ to stick out into gangways.
- 14 Do not \_\_\_\_\_ on a swivel chair, use a step-ladder.

**B** Now match each sentence 1-14 with the situations in the drawing and write them in the box below.

1	2	3	4	5	6	7	8	9	10	11	12	13	14
<i>j</i>													

# U Safety and security: word building 1

Use the words in **bold** at the end of each of the following sentences to form a word that fits the blank space.

- 1 If you see anything suspicious call the police. suspect
- 2 The receptionist should sit facing the \_\_\_\_\_ so she can see who is coming in. enter
- 3 Personal bags and other \_\_\_\_\_ things should be locked in a drawer or cupboard. value
- 4 If you want to go into the central computer room, you must get official \_\_\_\_\_. authorize
- 5 Employees and visitors must use their \_\_\_\_\_ code to enter parts of the building. identify
- 6 Many criminals break in at night so make sure the windows are \_\_\_\_\_ locked when you leave the building. secure
- 7 The company will not accept \_\_\_\_\_ for any personal items that are lost or stolen. responsible
- 8 Many alarm systems use \_\_\_\_\_ which can detect body heat or vibrations. sense
- 9 A smoke \_\_\_\_\_ will warn employees if there is a fire in the building. detect
- 10 Computer \_\_\_\_\_ is of great importance because company information could be accessed and used by criminals. protect
- 11 The company's insurance will protect against \_\_\_\_\_ damage or loss. accident



In numbers 3 and 11 above the suffixes **-able**, and **-al** are added to words to form an adjective. Can you think of any other adjectives that end in these suffixes? You can practise more word building in Test 22.

# Reference books

Where would you find the information? Write the number beside the source below.

dictionary	<u>10</u>
encyclopaedia	<u>  </u>
atlas	<u>  </u>
index	<u>  </u>
thesaurus	<u>  </u>
travel guide	<u>  </u>
<i>Who's Who</i>	<u>  </u>
manual	<u>  </u>
directory	<u>  </u>
catalogue	<u>  </u>
diary	<u>  </u>
brochure	<u>  </u>
rail timetable	<u>  </u>
World Calendar of Holidays	<u>  </u>



*'Just a moment, I'll look you up in Who's Who!'*

- 1 Is the boss in the office next Thursday?
- 2 Lord Graves has made an appointment to see the boss but who is he?
- 3 What does this flashing light on the photocopier mean?
- 4 What sorts of pens do the suppliers have?
- 5 Will offices be closed in Norway on 2 January?
- 6 I don't know anything about the production of cotton. Where can we find some information about it?
- 7 Where did I file the papers about Juan Antonio Fernandez Ruiz?
- 8 What's the phone number for the book shop?
- 9 We need some general information about new phone systems.
- 10 What does 'thesaurus' mean?
- 11 What time does the first train leave on Monday?
- 12 Where is Trinidad?
- 13 Monika Brass is off to India next week and she needs some information about the country.
- 14 I need another word for 'information'.



*Who's Who* is a reference book that contains information about people with titles such as *Lord, Lady, Duke, Duchess, important and/or famous people.*

# 8 Routines: phrasal verbs 1

## A Choose the correct words in the following text.

This is a very happy office so I'm sure you'll get (1) **on/over** with everyone here. I'll ask Ann to show you (2) **round/across** the building later. First of all I'd like to go (3) **ahead/over** a few points with you.

If you can't hear someone very well on the phone ask them to speak (4) **up/back**. If you can't get (5) **across/through** to my office, connect the caller with Jan in room 202 or take (6) **down/on** their number and I'll call them (7) **away/back**.

Your first job in the morning is to look (8) **into/through** the mail. You should sort (9) **from/out** the private letters from the business ones.

This will be your desk. When you're filling (10) **in/off** the order forms make sure the prices are correct. If you're not sure about product numbers, look them (11) **over/up** in the catalogue. It can all be a bit confusing but I'm sure you'll soon pick it (12) **up/out**.

I'm going to a conference tomorrow, so could you look (13) **out/after** the slides which I've listed here.

I hope everything is clear, and that you're looking (14) **forward/ahead** to working with us. I'll let Ann introduce you to some of the others and then you can get (15) **on/down** to work.

**B** Now choose the phrase which is similar in meaning to the phrasal verbs numbered on page 11.

- a return the call 7
- b be happy for the future \_\_\_\_\_
- c start \_\_\_\_\_
- d learn \_\_\_\_\_
- e writing the details \_\_\_\_\_
- f make a phone connection \_\_\_\_\_
- g discuss \_\_\_\_\_
- h write down \_\_\_\_\_
- i find and check \_\_\_\_\_
- j become friends \_\_\_\_\_
- k check \_\_\_\_\_
- l show the most important places \_\_\_\_\_
- m separate \_\_\_\_\_
- n speak more loudly \_\_\_\_\_
- o find and place together \_\_\_\_\_

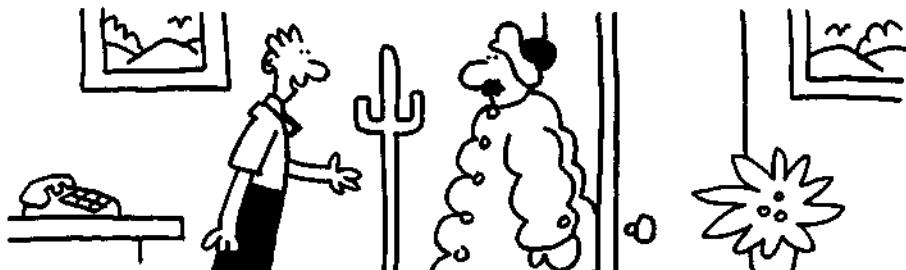


*Sort out the private letters from the business ones.*

# 9 Receiving visitors

Look at the visitor's replies then fill in the personal assistant's missing words.  
Choose from the following.

- a  Would you like something to eat?
- b  Can I bring you something to drink?
- c  Shall I call a taxi?
- d  Can I take your coat?
- e  Could I ask you to sign the visitor's book please?
- f  Would you like to take a seat?
- g  Hello, I'm Maria Cavallir's PA. Pleased to meet you.



*'Can I take your coat?'*

## Personal assistant

## Visitor

■



2



■



■



5



■



■



Pleased to meet  
you, too.

Yes,  
thank you.

No thank  
you, I've been  
sitting all day.

Yes please,  
a coffee would be  
most welcome.

Yes, of course.

Thank you,  
but no. I'm not  
hungry.

No, thank you.  
I'd rather walk.



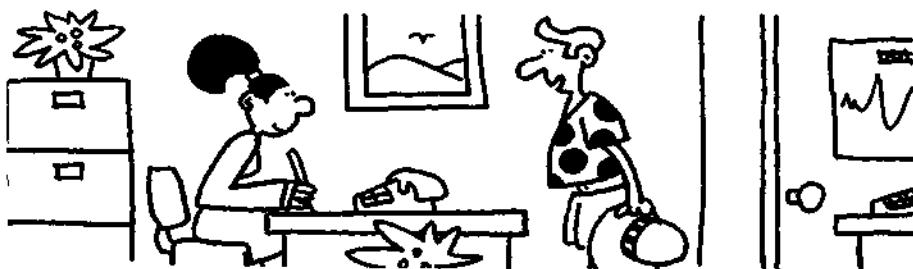
In the UK and the USA, people shake hands when they meet for the first time or when they haven't seen each other for some time. They also shake hands when saying goodbye to these people. They don't shake hands with people they see regularly. What happens in your country?

# 10 Being helpful

How would you offer to help the visitors? Match sentences 1–14 below with sentences a–n on page 16.

1	I seem to have lost the details of the hotel.	<u><i>d</i></u>
2	I'm going to be late for my next appointment.	<u><u></u></u>
3	My luggage didn't arrive at the airport.	<u><u></u></u>
4	I need some local currency.	<u><u></u></u>
5	How can I get to the town centre?	<u><u></u></u>
6	I think I'll have to book into a hotel for tonight.	<u><u></u></u>
7	I need to charge my mobile phone.	<u><u></u></u>
8	I have to confirm my return flight.	<u><u></u></u>
9	I'm not sure I can find my way out of this building!	<u><u></u></u>
10	I have an appointment to see Alana Jones.	<u><u></u></u>
11	I can't carry all these boxes.	<u><u></u></u>
12	I have to mail my office. Is there somewhere I can sit to use my laptop?	<u><u></u></u>
13	My price list is three years old.	<u><u></u></u>
14	My assistant must have these figures today.	<u><u></u></u>

- a I'll tell her you're here.
- b I can change some money for you at the bank.
- c If you give me his number, I'll fax them for you.
- d I'll write down the name and address for you.
- e I'll show you where you can plug it in.
- f I'll find a free desk for you.
- g I'll call and see if they've found it.
- h I'll get the porter to help you.
- i I'll show you on a map.
- j I'll get you an up-to-date one.
- k I'll call them and explain you'll be late.
- l I'll show you the way.
- m I'll call the airline and do that for you.
- n I can make a reservation for you.



*'My luggage didn't arrive at the airport.'*

# 11 Arranging appointments

Complete the following phone dialogues by choosing the missing lines from the box. Use each line once only.

a) Yes, that's fine. I'll make a note of that.	d) One moment please and I'll check her diary. Would Monday afternoon be suitable?
b) Just a moment and I'll check. Yes, Richard's free on Tuesday morning but only until 11.30 a.m.	e) Hello again.
c) Thanks for your help and I'm sorry for the confusion.	f) Good morning. This is Sue Chalmers, Richard Bart's PA.

Sue: (1) f

Alan: Good morning Sue.

Sue: I'd like to make an appointment for Richard to see Helen Grey at the beginning of next week.

Alan: (2) \_\_\_\_\_

Sue: Yes, fine. Can we say two o'clock in the afternoon at Richard's office?

Alan: (3) \_\_\_\_\_

Sue: Thanks a lot. Goodbye.

Alan: Bye.

Alan: Hello. This is Alan Walls, Helen Grey's secretary.

Sue: (4) \_\_\_\_\_

Alan: I'm afraid Helen won't be able to make the appointment which we arranged earlier. I didn't know that she'd already organised something for Monday afternoon. Can we find an alternative time?

Sue: (5) \_\_\_\_\_

Alan: That would be OK if they could meet at about 9.30.

Sue: Yes, that'll be fine.

Alan: (6) \_\_\_\_\_

Sue: Don't worry. These things happen.

Alan: Bye.



A secretary, today, is expected to deal with tasks independently and responsibly. A PA (personal assistant) will be expected to make some decisions on behalf of his/her boss.

# Dates and times

Fill in the missing prepositions in the sentences below by choosing a word from the box. Sometimes more than one preposition can be used.

at	from	by	before	during	to	for
between	in	on	until	after		

■ I have an appointment to see Chris Yang at two o'clock on Friday 16th.

■ Jules Frost is in New York \_\_\_\_\_ the moment and I'm unable to make any arrangements \_\_\_\_\_ he returns.

3 She's due back in the office \_\_\_\_\_ a few minutes if the meeting ends \_\_\_\_\_ time.

4 He's away \_\_\_\_\_ two weeks, but Ruth Brunnel is dealing with the matter.

5 I'm afraid the office will be closed \_\_\_\_\_ Christmas \_\_\_\_\_ four days but \_\_\_\_\_ this time you can ring our emergency number.

6 I'll confirm the details \_\_\_\_\_ Tuesday morning \_\_\_\_\_ the latest.

7 Could you send me details of the conference \_\_\_\_\_ the same time?

8 I'm sorry Barry can't make it \_\_\_\_\_ the morning but the afternoon would be possible.

9 They would like you to speak \_\_\_\_\_ the beginning of the conference.

10 Melissa Charme doesn't work \_\_\_\_\_ Tuesdays!

11 You'll receive the papers \_\_\_\_\_ the next few days and then we can arrange a meeting \_\_\_\_\_ a week's time.

12 Regine Schmidt won't be available \_\_\_\_\_ 4th and 10th September.

13 Please check the details \_\_\_\_\_ returning the form.

14 It would be best to discuss contracts \_\_\_\_\_ lunch as the morning agenda is pretty full.

15 The training sessions are to take place \_\_\_\_\_ 26th February  
\_\_\_\_\_ 2nd March.



*Melissa Charme doesn't work \_\_\_\_\_ Tuesdays!*



**At** is used with points of time, **in** refers to longer periods of time, **on** is used with particular days or dates.

**By six o'clock** means six o'clock at the latest but **until six o'clock** means continuation up to six o'clock.

# 15 Travel arrangements

Choose the best word or phrase to complete each of the following sentences.

- 1 The dates and times of all travel, meetings and events should be listed carefully in the
  - a) timeplan
  - b) itinerary
  - c) calendar
  - d) index
- 2 Always allow enough time for travel \_\_\_\_\_ between trains and planes.
  - a) connections
  - b) links
  - c) connects
  - d) lines
- 3 After flying across time zones people often suffer from
  - a) plane lag
  - b) allergy
  - c) jet lag
  - d) time loss
- 4 Allow extra time for the journey to the airport if the flight leaves around \_\_\_\_\_ when everyone is going to or from work.
  - a) busy time
  - b) hurry hour
  - c) work time
  - d) rush hour
- 5 Most business people prefer to travel with \_\_\_\_\_ airlines so that they can change their flight, if necessary.
  - a) normal
  - b) scheduled
  - c) charter
  - d) private
- 6 Having to take a lot of heavy equipment means they will probably exceed the \_\_\_\_\_ allowed by the airline.
  - a) baggage allowance
  - b) luggage
  - c) suitcase level
  - d) load capacity
- 7 Mr and Mrs Trumann want you to book one hotel room with bathroom, so you should book a
  - a) twin room
  - b) double room en suite
  - c) connecting room
  - d) single adjoining room



*Always allow enough time ...*



*Travel* is used as a verb or adjective. *Journey* is used as a noun and refers to the time spent moving from one place to another. *Trip* is a noun and normally refers to the journey and the time spent away from home.

# 14 Preparations

There are several things which business people need before leaving the office. Complete the following words.

1	They will need these before they can check in for their flight.	AIR TICKETS
2	They can't leave the country without one of these.	P _____
3	This is required for some countries and you will have to apply for this well in advance.	V _____
4	These will help them find their way on the trip.	M _____
5	They'll find some useful foreign words in this.	P _____ B _____
6	Write their names and addresses on these and they can fix them to their suitcases.	B _____ T _____
7	Overhead transparencies and slides, etc.	V _____ A _____
8	Don't forget the documentation in other languages.	T _____
9	They'll have to take some of these products to show other companies.	S _____
10	They should have plenty of these in their cases to tell people who they are and who they work for.	B _____ C _____
11	They'll need some money for the countries they're visiting.	F _____ C _____
12	To make that important phone call they'll need their ...	M _____
13	And just in case they fall ill they'll need some ...	M _____ INSURANCE
14	They'll need this to stay in touch by e-mail and to write reports.	L _____

# 15 Booking a room

Fill in the missing words in the hotel web page below. Choose from the box.

securely print confirm proposed facilities fax completed en suite  
ground-floor reservation availability dietary ~~details~~ alternatives

The Seamer hotel welcomes you to our on-line booking service. To make a booking please enter your (1) details in the form below. You may use this form to check on (2) \_\_\_\_\_ or to make a (3) \_\_\_\_\_. Please fill in as many details as possible regarding your (4) \_\_\_\_\_ stay. If you wish you may alternatively choose to (5) \_\_\_\_\_ a copy of the form that you can send to the hotel by regular mail or (6) \_\_\_\_\_. Please ensure the form is fully (7) \_\_\_\_\_. We will contact you within 24 hours by phone or e-mail to (8) \_\_\_\_\_ your booking. Otherwise the hotel will offer possible (9) \_\_\_\_\_ to you. All rooms are (10) \_\_\_\_\_ with shower or bath. (11) \_\_\_\_\_ in all our rooms include coffee maker, cable TV, phone and computer connection. If you have any special requirements, such as a (12) \_\_\_\_\_ room, please write them in the box provided. Please indicate if you require vegetarian food or have other special (13) \_\_\_\_\_ requirements. All credit card details will be transmitted (14) \_\_\_\_\_ from this site.



Internet zone

# 10 A place to stay: phrasal verbs 2

A Choose the verb on the right which is similar in meaning to the phrasal verb on the left.

turn up	have none left
turn down	entertain
try out	enquire about
look into	arrive
take out	accommodate
run out of	evaluate
turn out	reduce
call off	stop
give up	prove to be
put up	cancel

Now fill in the missing phrasal verbs in the sentences below. Choose from the words on the left above.

- 1 I've arranged for the sales team to be \_\_\_\_\_ at the Hotel Gran.
- 2 We've never used it before so I thought they could \_\_\_\_\_ it \_\_\_\_\_.
- 3 Our clients are complaining about the loud music. Could you \_\_\_\_\_ it \_\_\_\_\_ please?
- 4 I hope the Palladium and the Plaza \_\_\_\_\_ to be as good as the hotel in Central Square.

5 The bar at the Royalty Hotel is terrible. They often \_\_\_\_\_ drinks.

6 Paco Hernandez had problems at the Hotel Europe because he didn't \_\_\_\_\_ until midnight and they'd given his room to another guest.

7 I've cancelled the suite at the Kings Hotel because the Prince has decided to \_\_\_\_\_ his visit.

8 I must \_\_\_\_\_ prices at the Castel Albertine. They say you can get special rates.

9 He wants to \_\_\_\_\_ the group \_\_\_\_\_ to the theatre tonight.

10 The hotels were all full yesterday. I had to \_\_\_\_\_ looking for a room in a central hotel and get one in the south.



*The bar at the Royalty Hotel is terrible!*



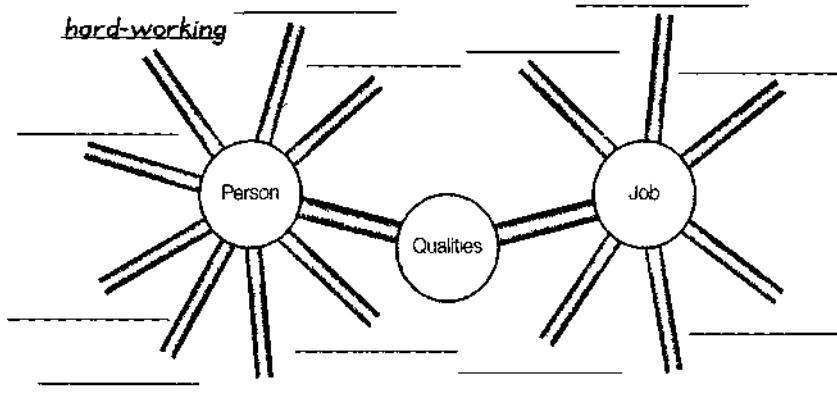
A phrasal verb is a verb combined with an adverb or preposition which can give the verb a new meaning. It is possible for one verb to form combinations with several different particles creating a different meaning for each.

# 7 Qualities

**A** The adjectives in box A describe the good qualities of a secretary and of a secretarial job. Decide which adjectives describe a person and which describe a job and write them on the solid lines in the spider diagram below.

**A**

hard-working satisfying reliable challenging well-paid calm varied  
enthusiastic interesting enjoyable well-organized polite trustworthy sensible



**B** The adjectives in box B describe bad qualities and are the opposites of words in box A. Match them with their opposite.

**B**

deceitful	lazy	badly-paid	unreliable	unpleasant	boring	frustrating
excitable	silly	monotonous	uninterested	chaotic	dead-end	rude



One way to organize vocabulary is to group words together according to topic. The exercise above uses adjectives only but you can mix nouns, verbs, adjectives, adverbs and phrases, too. You can add new words to the diagram as you learn them.

# 18 Secretarial duties

Which word can be combined with the sets of verbs below? The completed list shows the main secretarial duties.

1 welcome, receive, help	V I S I T O R S
2 browse, surf, download from	_ T _ _ _ T
make, connect, answer	P _ _ _ C _ _ _
arrange, attend, go to	_ _ _ I N G _
read, type, send, fax	_ _ T T _ _ _
file, maintain, keep	R _ _ _ D S
7 receive, pay out, handle	_ A _ _ _
8 control, order, write on	S T _ _ _ _ _ Y
9 take, type up, distribute	_ I _ _ _ S
10 arrange, book, confirm, pay for	A _ _ _ _ _ D A _ _ N
11 photocopy, complete, process	D _ C _ _ _ _ _
12 schedule, make, cancel	E P P _ _ _ M _ _ _
13 process, tabulate, draw graphs of	S T _ _ _ _ _
14 send, receive, open, forward	_ A _ _



# I Company departments

Which department is being described? Choose from the box.

accounts finance marketing sales information technology legal  
production purchasing research and development human resources

- 1 The production department is responsible for manufacturing the products which are then sold.
- 2 The \_\_\_\_\_ department decides on where to sell the products, how to advertise them and the price.
- 3 The \_\_\_\_\_ department handles orders for the company's products.
- 4 The employees in the \_\_\_\_\_ department read, understand and interpret documents connected with the law.
- 5 The \_\_\_\_\_ department is responsible for paying salaries, employing new staff and keeping files on each employee.
- 6 The people in the \_\_\_\_\_ department compare prices and discounts from the suppliers and buy materials.
- 7 All the invoices from both purchases and sales are processed in the \_\_\_\_\_ department.
- 8 The end of year results are analysed, the budget set and short- and long-term loans arranged in the \_\_\_\_\_ department.
- 9 The experts in the \_\_\_\_\_ department maintain the company's computer systems, up-date software and develop new computer applications.
- 10 The \_\_\_\_\_ department improves, adapts and changes the products and works to make technical plans for products for the future.

## 20 Company activity

Choose the best word to complete each of the following sentences.

7 The company has increased its \_\_\_\_\_ of products.

- a) offer
- b) palette
- c) catalogue
- d) range

---

■ The company began by making bicycles and then \_\_\_\_\_ into the manufacture of high-quality metal parts.

- a) diversified
- b) changed
- c) grew
- d) turned

---

■ Research has shown that people would use our services in Newtown so we're going to open a new \_\_\_\_\_ there.

- a) department
- b) arm
- c) branch
- d) deposit

---

■ The company has decided to \_\_\_\_\_ the football team because of the publicity it will bring.

- a) pay
- b) sponsor
- c) contribute
- d) grant

---

# 21 Useful adjectives

**A** Add a prefix to each of these adjectives in the box to form an opposite. Use **im-**, **un-**, **in-**, **il-**, **dis-**.

<u>possible</u>	<u>friendly</u>	<u>polite</u>	<u>comfortable</u>
<u>honest</u>	<u>employed</u>	<u>convenient</u>	<u>tidy</u>
<u>happy</u>	<u>correct</u>	<u>legible</u>	<u>legal</u>

Now use one of these adjectives to complete the following sentences.

- 1 This is too difficult, it's simply impossible.
- 2 He should try to be nicer to customers, he's so \_\_\_\_\_.
- 3 A man or woman could do this job equally well. Anyway, it's \_\_\_\_\_ to discriminate nowadays.
- 4 I can't read her writing, it's \_\_\_\_\_.
- 5 I'm afraid there's a mistake. The dates are \_\_\_\_\_.
- 6 He's got three young children and finds working at night very \_\_\_\_\_.



*He should try to be nicer to customers.*

**B** The following verb prefixes have special meanings.

re- = again

over- = too much

mis- = incorrect

bi- = two

under- = not enough

ex- = former

Add a suitable prefix from the box to complete the following sentences.

- 1 Four people came to the interview but we haven't found a suitable assistant yet. We'll have to   advertise the position.
- 2 Several people are ill at the moment so we're badly   staffed.
- 3 She speaks English and Spanish equally well. She's   lingual.
- 4 You've   read the sign. It says shop fitters not shop flitters!
- 5 He's working very hard at the moment. I really think he's   doing it.
- 6 The new office manager is an ~~ex~~banker.



There are only a few rules about prefixes:

- **im-** is used before some words beginning with **m** or **p**
- **il-** is used before some words beginning with **l**
- There is sometimes a hyphen after the prefix. Check in a good dictionary if you're not sure.

# 22 Employment: word building 2

Use the words in **bold** at the end of each of the following sentences to form a word that fits in the blank space.

- 1 We have received several letters of *application* for the post of receptionist. apply
- 2 There's a total of 27 \_\_\_\_\_ working in this department. employ
- 3 I think we should place an \_\_\_\_\_ in the local newspaper to find a new assistant. advertise
- 4 I phoned this company to ask for a job this morning but they haven't got any \_\_\_\_\_. vacate
- 5 She's leaving the company. She handed in her \_\_\_\_\_ this morning. resign
- 6 Are there any chances of \_\_\_\_\_ within the company? promote
- 7 Have you got any \_\_\_\_\_ in keyboard skills or information technology? qualify
- 8 My boss said she was sorry I was leaving and offered to give me a good \_\_\_\_\_. refer
- 9 They're looking for a new administrator to replace Kathi Braun who is taking early \_\_\_\_\_. retire
- 10 We've made an \_\_\_\_\_ for you to see the human resources manager. appoint
- 11 All your duties and responsibilities in this job are clearly described in the job \_\_\_\_\_. describe
- 12 We have regular job \_\_\_\_\_ where you can also ask questions. appraise
- 13 We will ask the selected candidate to confirm his \_\_\_\_\_ of the post as soon as possible. accept



When a suffix is added to a word it changes that word into a noun, verb, adjective or adverb. In the exercise above you have formed some nouns with the suffixes **-tion**, **-ence**, **-ment**, and **-ance**. Can you think of any other nouns which are formed in the same way? Test 6 also gives practice in word building.



# 23 Job advertisements

What do the abbreviations in the following advertisement mean? Write the full word in the spaces below.

## DESIGN CO.

**Recep/Sec, 25 hpw, c. £23,200 p.a. pro rata**

Famous design company located in the heart of the city requires a bright, outgoing Recep/Sec for their busy reception area. Your day will be very varied. As well as reception duties you will provide admin. support to a lively and successful team. You must have a min. of 50 wpm, experience of wp software (esp. Word 2000) and be able to demonstrate IT skills. Min. 2 yrs exp. in reception also desirable.

*For application form call Susanne Appleby and quote ref. no. 96/G41.*

**Tel: 0 1789 300 20200**

1	Co. <u>company</u>	10	wpm <u>                  </u>
2	Recep <u>                  </u>	11	wp <u>                  </u>
3	Sec <u>                  </u>	12	esp. <u>                  </u>
4	c. <u>                  </u>	13	IT <u>                  </u>
5	p.a. <u>                  </u>	14	yrs <u>                  </u>
6	pro rata <u>                  </u>	15	exp. <u>                  </u>
7	hpw <u>                  </u>	16	ref. no. <u>              </u>
8	admin. <u>                  </u>	17	Tel <u>                  </u>
9	min. <u>                  </u>		



If you are invited to a job interview in the UK, don't be surprised if you are asked to take a typing test. Secretaries are generally expected to be able to type at least 55 wpm (words per minute)!

# 24 Two letters

The following extracts are from two different letters: an invitation to an interview and an offer letter offering the job. They are all mixed up. Put them in the right order to produce two correct letters. Write the numbers in the boxes below.

1 We are pleased to say that we were very impressed by your qualifications and your personal manner and are now in a position to offer you the job.

2 We shall be conducting interviews on Wednesday 16 July and ask you to contact us to arrange a suitable time.

3 Dear Ms Cassells  
Thank you for your letter of application for the post of personal assistant to the managing director.

4 We look forward to meeting you.

Yours sincerely

Jonathan Dryer

Human Resources Manager

5 We enclose a letter of acceptance for you to sign and return to us within the next seven days.

6 We have now produced a shortlist of four candidates of which you are one, and would like to invite you to attend an interview.

We look forward to welcoming you onto our staff and await your reply.

Yours sincerely

Jonathan Dryer

Human Resources Manager

7 Dear Ms Cassells

Thank you for attending the interview for the post of personal assistant to the managing director.

8 We would ask you to bring your qualification certificates with you to the interview.

**letter of invitation**

3

--	--	--	--	--

**offer letter**

--	--	--	--

# 20 Filing equipment

Write the number of each item next to the correct word or words.

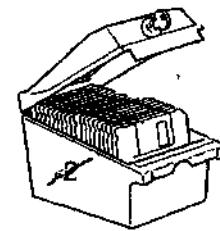
suspension file

7



filé cabinet

\_\_\_\_\_



box file

\_\_\_\_\_

lever arch file

\_\_\_\_\_

document wallet

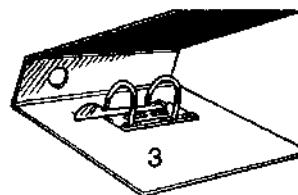
\_\_\_\_\_

expanding file

\_\_\_\_\_

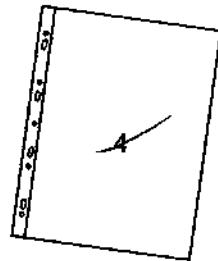
ring binder

\_\_\_\_\_



plastic pocket

\_\_\_\_\_

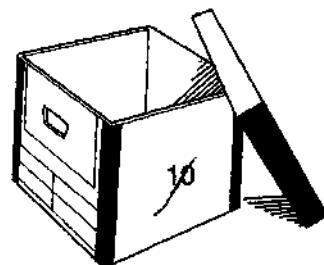
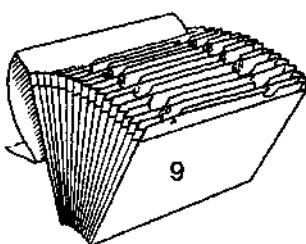
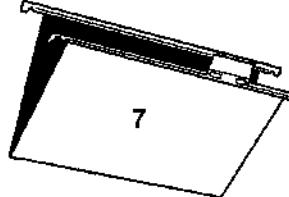
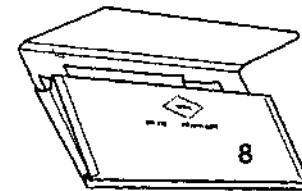
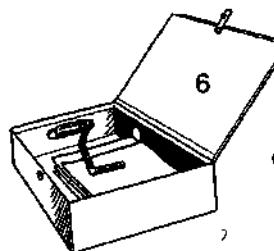
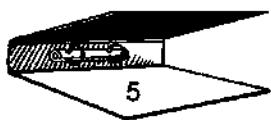


storage box

\_\_\_\_\_

disk box

\_\_\_\_\_



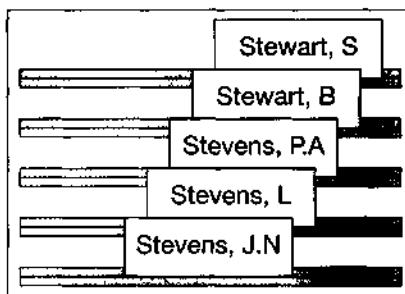
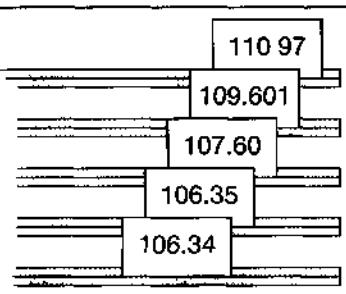
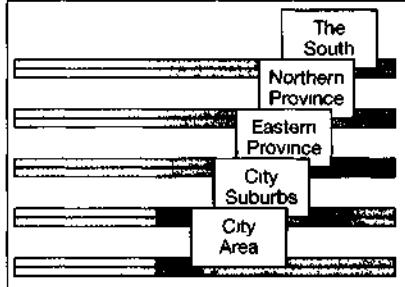
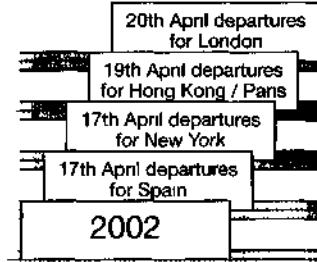
# 26 Filing systems

Which filing system is being used in each of the following? Choose from the box

alphanumerical  
geographical

alphabetical  
numerical

chronological  
subject

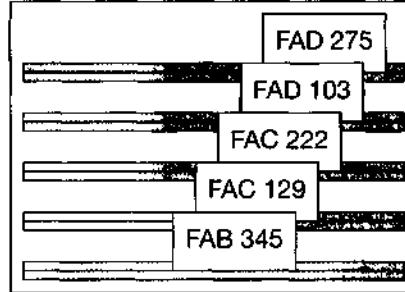
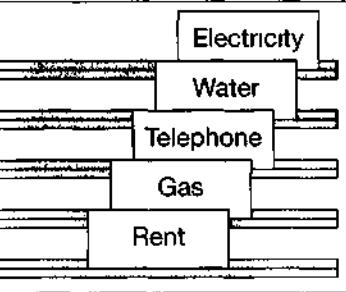


1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

4 \_\_\_\_\_



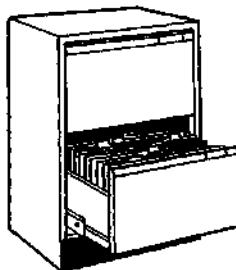
5 \_\_\_\_\_

6 \_\_\_\_\_

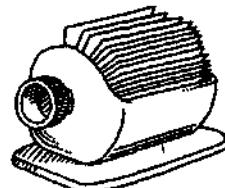
# 21 Records

Match the definitions and drawings with the correct words. Choose from the box.

archives	disk	cross-reference	rotary	signal
barcode	tracer	vertical	scanner	



- 1 This is a vertical method of filing.
- 2 A \_\_\_\_\_ is a note in a file to tell you that you can find more information on the same subject in another file.
- 3 A \_\_\_\_\_ is a marker you put on a file so that you can see it easily and don't forget. Usually they are brightly coloured so you notice!
- 4 Files which contain historical information are known as the \_\_\_\_\_.
- 5 Every file in the department is labeled with a \_\_\_\_\_. It can be read by an electronic \_\_\_\_\_ which is connected to the computer and records each time the file moves. This means I can see on the computer where a file is at any point in time. I can also see where it has been!
- 6 You need a \_\_\_\_\_ system to find files which are missing.
- 7 This is a \_\_\_\_\_ card index.



- 8 Computer data can be stored on \_\_\_\_\_.

# 28 Working with records

Fill in the missing words in the sentences below. Choose from the box.

active	central	code	confidential	dead	destroy	sort
duplicate	keep	locate	replace	shred		

- 1 First of all we should sort these papers into different piles.
- 2 We mustn't allow anyone to read these documents. They've been marked \_\_\_\_\_.
- 3 We use this system of three numbers and five letters to \_\_\_\_\_ the documents.
- 4 We usually \_\_\_\_\_ these papers for about six years, and then we remove them from the office.
- 5 We sometimes need the information in these files, so they are still \_\_\_\_\_.
- 6 The information in those files is old and we don't use them any more. They're \_\_\_\_\_.
- 7 We have to \_\_\_\_\_ the old files so that people outside the company don't find the information.
- 8 We use this machine to \_\_\_\_\_ the old documents into little pieces.
- 9 The manager often wants the files quickly, so we must be able to \_\_\_\_\_ them immediately.
- 10 We always have to remind Christian to \_\_\_\_\_ the files in the correct drawer when he has finished using them.
- 11 In this \_\_\_\_\_ filing department we do all the filing for the whole company.
- 12 We need two copies of these files, so could you \_\_\_\_\_ them, please?



In the UK, employers are required to keep employment records for two years but records of employer's liability insurance must be kept for 40 years.

# 29 Photocopying

Choose the best word to complete each of the following sentences.

- 1 Printing on both sides of the paper is known as double-sided copying.  
a) two-faced      b) both-faced      c) double-sided      d) both-sided
- 2 Most machines can \_\_\_\_\_ the copies into sets.  
a) collate      b) collect      c) stack      d) distribute
- 3 If the paper gets stuck in the machine you have a paper \_\_\_\_\_.  
a) block      b) jam      c) stick      d) halt
- 4 If you want your copy to be smaller than the original use the \_\_\_\_\_ facility.  
a) reduction      b) contracting      c) slash      d) cut down
- 5 Remember that you're not allowed to make multiple copies of published material or you will break the \_\_\_\_\_ law.  
a) licensing      b) branding      c) copyright      d) moral
- 6 You can set the number of copies required by pressing the \_\_\_\_\_.  
a) knobs      b) bottoms      c) switches      d) buttons
- 7 It's necessary to add new \_\_\_\_\_ from time to time.  
a) dye      b) colour      c) toner      d) carbon
- 8 The automatic document \_\_\_\_\_ means that the machine will take up each piece of paper from the original set automatically.  
a) feet      b) feed      c) food      d) feel
- 9 Photocopiers which are computer controlled are known as \_\_\_\_\_ copiers.  
a) smart      b) clever      c) disk      d) laser
- 10 It is usually possible to produce \_\_\_\_\_ from originals for use on the overhead projector.  
a) foils      b) plastics      c) photographs      d) transparencies

# 30 Machines

Match the machine with its function. Choose from the words below and write your answers in the boxes.

## Function

- 1 sorts out the documents into sets
- 2 puts the date and the time on letters which have been received
- 3 prints a stamp on the envelopes which are to be posted
- 4 shakes the papers so that they lie evenly
- 5 cuts open envelopes of letters received
- 6 prepares newspapers for posting
- 7 tells you how heavy a package is
- 8 puts a clear plastic seal over paper to make things like identity tags
- 9 moistens and closes envelopes
- 10 clips sheets of paper together with small wires
- 11 fixes sheets of paper together like a book

## Machine

- a weighing machine
- b binding machine
- c jogging machine
- d collating machine
- e stapler
- f laminating machine
- g franking machine
- h sealing machine
- i date and time stamp
- j rolling and wrapping machine
- k letter opening machine

1	2	3	4	5	6	7	8	9	10	11
d										

# 3 | Facts and figures<sup>1</sup>

Write the number of each item next to the correct word or words

line graph

3

bar chart

—

histogram

—

plan

—

Gantt chart

—

pie chart

—

pictogram

—

flow chart

—

table

—

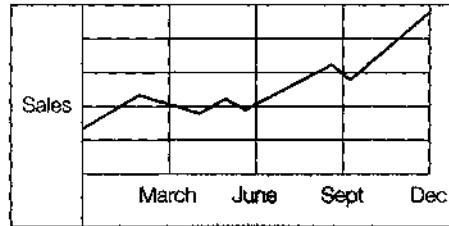
map

—

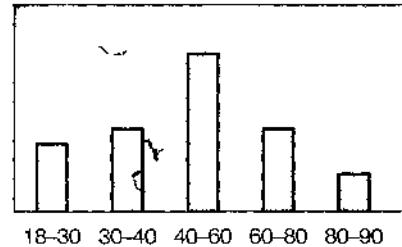
1

Project	Weeks						
	1	2	3	4	5	6	7
A	—	—	—	—	—	—	—
B	—	—	—	—	—	—	—
C	—	—	—	—	—	—	—

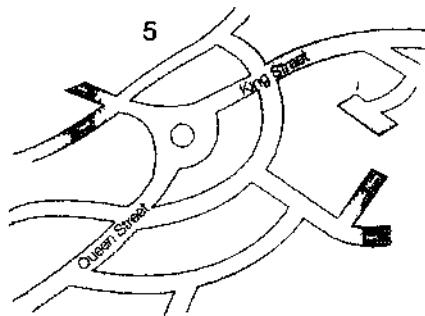
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4



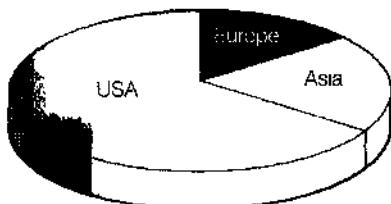
5



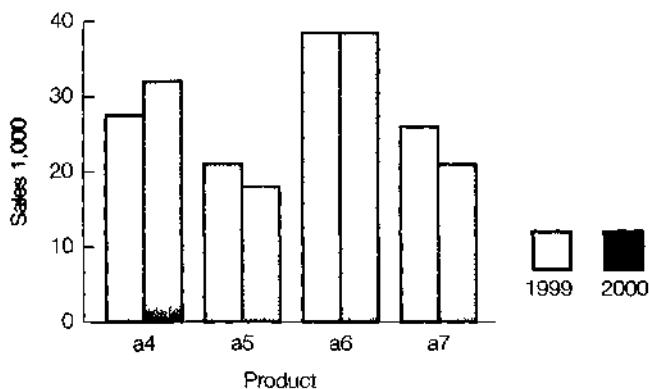
6

Model	Size	Price
HS x 6	24 x 39	679
IPR 9	30 x 39	724
IKM 9	30 x 45	805
IPT 10	33 x 45	815

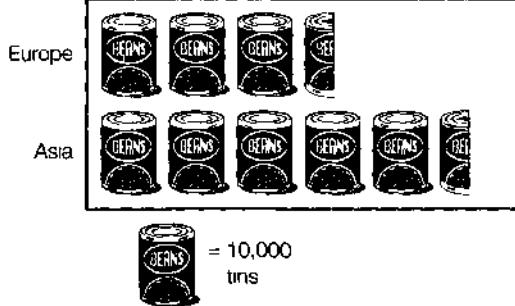
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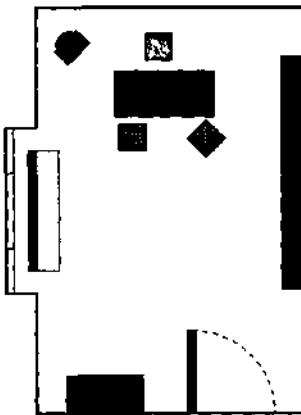
8



9



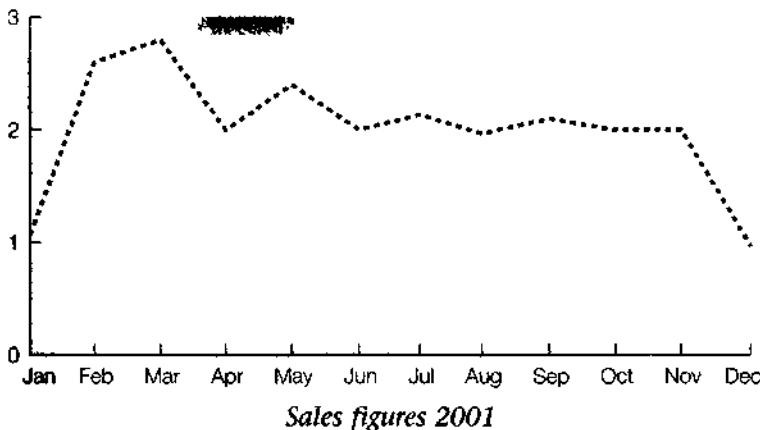
10



# OK Changing trends

Fill in the missing words in the text below. Choose from the box.

dramatic fall fell fluctuated gradually improved  
increase low rise rapidly slightly levelled off



The graph above shows the sales figures for last year. As you can see, the figures varied from one month to the next. At the beginning of the year, sales started very (1) low at 1,000 pieces. However, in January there was a (2) \_\_\_\_\_ increase. In February and March, the (3) \_\_\_\_\_ continued but more (4) \_\_\_\_\_ than in January. April was a bad month with a sharp (5) \_\_\_\_\_. Sales fell by 1,000 to 2,000 pieces. In May, things (6) \_\_\_\_\_ and there was a steady (7) \_\_\_\_\_, but in June, sales once again (8) \_\_\_\_\_. From the beginning of July to the end of October, sales figures (9) \_\_\_\_\_ (10) \_\_\_\_\_ and then (11) \_\_\_\_\_ in November. We then saw sales falling (12) \_\_\_\_\_ in December, ending at 1,000 pieces once again.



Prepositions can be very important. For example: Prices rose **by** \$160 dollars to \$290 dollars. **By** gives us the difference between levels. **To** gives us the new level.

# 33 Telecommunications

Fill in the missing words in the sentences below. Choose from the box.

redial erase codes connect key in digit tone direct  
retrieve engaged display extension hands-free local  
message operator handset wrong number

■ A call to someone in the same area is a local call.

■ To make a call to another town or country you will need to know the area, country and international \_\_\_\_\_. Make sure you don't miss out a \_\_\_\_\_ in the number!

3 To make a call from your desktop phone you should pick up the \_\_\_\_\_ and \_\_\_\_\_ the number you want; or perhaps you have a phone with a \_\_\_\_\_ facility.

4 If the person you have called is already speaking to someone else you will hear a sound which tells you the line is \_\_\_\_\_.

5 You'll get a \_\_\_\_\_ if you aren't careful and make a mistake.

6 When the phone rings at the other end you will hear a ringing \_\_\_\_\_.

7 Nowadays, you can call most countries \_\_\_\_\_ but if that's not possible you have to ask the \_\_\_\_\_ to \_\_\_\_\_ you.

8 If you're not available, callers can leave a \_\_\_\_\_ on your answering machine or voice mail and you can \_\_\_\_\_ it later. You can then choose to store or \_\_\_\_\_ it.

9 If you reach a switchboard you will have to ask for the \_\_\_\_\_ you require.

10 You can see the last number you called on the \_\_\_\_\_. To call that number again simply press \_\_\_\_\_.

# 34 Phone communication

Fill in the missing words in the phone dialogues on the opposite page. Choose from below.

- a Could I speak to Philip Harlow, please?
- b Can I ask what it's in connection with?
- c Speaking!
- d Yes please. Can you tell her we are signing contracts tomorrow.
- e Could you ask him to call me this afternoon?
- f I'm afraid she's not available at the moment.
- g I'm afraid we've got a bad line.
- h I didn't quite catch your name. Could you repeat it, please?
- i Shall we say Friday at 10?
- Thanks for calling.



*'I'm afraid we've got a bad line!'*

- 1 Can I take a message?
- 2 **Yana Nieuwlaat.**  
From the Netherlands.
- 3 I'd like to speak to Suzie Tam, please.
- 4 Who's calling, please?
- 5 I think that's everything for now.
- 6 Sometime on Friday morning would be best.
- 7 Can I speak to Jo Jaskowicz, please?
- 8 I'd like to speak to someone in the customer service department, please.
- 9 O..., CH....  
Z.... SH.  
CH...
- 10 He's in a meeting at the moment, I'm afraid.



'I'm afraid' is a polite expression to introduce bad or unhelpful information.  
You can also use 'I'm sorry'.



# Phone services

Which number should you call? Choose from the box.

Speaking clock 144

Conference Calls 412

Directory Enquiries 003

Electronic Information 111

Emergency 999

Faults 222

~~Mobile Communications 199~~

Operator Services 100

Phone Account 159

Nuisance Calls 556

1 You would like to arrange for some employees to carry pagers.

199

- 2 You've had problems with noise on the line recently. \_\_\_\_\_
- 3 The phone company has charged you too much for the rental. \_\_\_\_\_
- 4 Someone has taken ill and you need an ambulance. \_\_\_\_\_
- 5 You want to arrange a call between offices in four different towns. \_\_\_\_\_
  
- 6 Your boss wants access to data regarding the stock exchange. \_\_\_\_\_
  
- 7 You've recently been getting strange calls from an unknown person. \_\_\_\_\_
- 8 You need the phone number for a company in the north of the country. \_\_\_\_\_
- 9 You're having difficulty getting through to a number. \_\_\_\_\_
- 10 You want to check the time on your watch. \_\_\_\_\_

# 36 Business communication

Which system is being described? Match the system a-j with its description 1-10. Write your answers in the boxes below.

- 1 People in different locations can talk to each other in a phone meeting.
- 2 You use this system to send text documents from one computer to another.
- 3 As long as they remember to take it with them and to switch it on, you can speak to people wherever they are.
- 4 When you use this system, a small device tells you that someone wants you to contact them.
- 5 Loud spoken messages which will be heard by everyone in a building (for example, at the airport).
- 6 Hundreds of millions of pages of information which can be accessed on a computer.
- 7 A televised system for holding a meeting with people in different locations.
- 8 It scans documents and transmits them over the phone lines.
- 9 A computerized 'mailbox' for recording messages.
- 10 Often used by security to watch what is happening in different parts of the building.

a:	fax	e:	closed circuit television	h:	e-mail
b:	voice mail	f:	mobile phone	i:	world wide web
c:	tele-conferencing	g:	public address system	j:	paging
d:	video conferencing				

1	2	3	4	5	6	7	8	9	10
c									

# 5 / Computing

Complete the crossword.



## Across

- 1 One of these small pictures on screen will guide you to a different operation.
- 3 Use this for working with figures such as writing accounts.
- 7 This is a document which is sent together with an e-mail.
- 9 This equipment allows you to copy photographs and pictures onto the computer.
- 11 Computer information is known as \_\_\_\_\_.
- 12 The screen, the keyboard, and the CPU form the \_\_\_\_\_.
- 14 E-mails which you really don't want to receive.
- 15 You need one of these to allow your computer to talk to other computers over the phone.

16 Random Access Memory (abbreviation).

17 The mouse may be connected to one of these sockets at the back of the computer.

18 If you want to publish on the internet you'll need your own \_\_\_\_\_.

22 Do this regularly so that you don't lose information.

24 Any computer that is open to external access is known as a \_\_\_\_\_.

25 Another word for web page.

**Down**

2 Your computer becomes part of the internet when you go \_\_\_\_\_. .

4 Use this to help you find information on the World Wide Web.

5 This duplicate copy can be stored on disk.

6 Send the mail on after you have edited it.

8 Local Area Network (abbreviation).

10 This is the connection from one web page to another document or page.

11 You do this when you want to save a file from the internet.

13 The programmes you can run on your computer.

14 Another word for searching the World Wide Web.

19 Your computer can't communicate with other computers in this state.

20 This abbreviation means that if you put bad information into the computer you will get bad information out.

21 With this package you can use text and artwork to produce brochures, etc. (abbreviation).

23 One of these in the system could destroy data.

26 A problem in the programme is known as a \_\_\_\_\_.

# 38 Word processing

Replace the words in **bold** type in the following sentences with a single word.  
Choose from the box

bullets	centred	create	cutting	delete	insert	edit	enter
indented	printout	pasting	undo	quit	restore	font	imported

- 1 I'll have to **take out** this word. delete
- 2 It's useful to be able to **put in** a table.
- 3 You can **change words and text** in the document on screen.
- 4 For this process I'll have to **produce a new file**.
- 5 We'll have to **put in** this month's sales figures.
- 6 I need to **put** this document back on screen.
- 7 You can move pieces of text by **taking them out** and then **putting them back** (2 words).
- 8 You can choose Arial, Courier or any other **style of typeface**.
- 9 The text can be **arranged down the middle of the page**.
- 10 At the beginning of each paragraph the text can be **pushed in a little from the margin**.

11 Graphics and drawings can be brought in from other sources into the text. \_\_\_\_\_

12 You can put **big black dots** at the beginning of each item in the list. \_\_\_\_\_

13 When you've finished you **stop working and close the file**. \_\_\_\_\_

14 The boss may want a **copy of the text on paper**. \_\_\_\_\_

15 It's possible to **reverse the effects of your last action**. \_\_\_\_\_



*The boss may want a copy of the text on paper.*



Typing skills (or keyboard skills) are important as word processing skills.

Employers want to see that secretaries can work at speed on the computer as well as handle software.

# 39 Meetings

Choose the best word or phrase to complete each of the following sentences.

1 You should send your apologies if you are unable to attend a meeting.

a) apologies

b) cancellation

c) excuse

d) comment

2 The person in charge who conducts a meeting is called the \_\_\_\_\_.

a) chairperson

b) teller

c) conductor

d) president

3 The official record of what is said at a meeting is known as the \_\_\_\_\_.

a) records

b) minutes

c) spec.

d) articles

4 The people who attend a meeting are known as the \_\_\_\_\_.

a) attendants

b) presenters

c) participants

d) partakers

5 The list of points to be discussed at a meeting is known as the \_\_\_\_\_.

a) itinerary

b) schedule

c) agenda

d) timetable

6 If someone wants to discuss a certain topic and have a decision at the meeting they should put forward a \_\_\_\_\_.

a) notice

b) movement

c) recommendation

d) motion

7 The person who puts forward a point for discussion is known as the \_\_\_\_\_.

a) proposer

b) delegate

c) candidate

d) challenger

■ For some meetings, you may need a certain number of people before it can start. This number is known as a \_\_\_\_\_.  
a) quartet      b) quorum      c) quote      d) choir

■ In formal meetings, people wishing to say something will be asked to \_\_\_\_\_.  
a) address the chair      b) speak to the seat  
c) present to the front      d) deliver an address

10 The meeting may be \_\_\_\_\_ to a later time if there is no time left or not enough information for a decision.  
a) delayed      b) proposed  
c) carried forward      d) adjourned



*You should send your apologies if you are unable to attend a meeting.*

 Business meetings, in general, tend to be less formal these days. However, public meetings such as the AGM (Annual General Meeting) will still have a very formal style.

# 4U Introductions and greetings

Fill in the missing words in the dialogues on the opposite page. Choose from below.

- a Pleased to meet you. I'm Annette Braun, personal assistant to Martin Fisch.
- b Thank you. I hope to see you again sometime.
- c Pleased to meet you, Mr Yau.
- d Yes, see you on Thursday. Bye.
- e Good morning, Ms Estell.
- f Hi Edith. I'm fine thanks. And you?
- g Nice to meet you. I'm Davinia Woods-Barnes. Please call me Di.
- h Yes, and you must be Eva Lund?
- i Likewise.
- j Jean-Bernard! It's lovely to be back again.



■ Hello Eric.  
Nice to see  
you again.

2 Have a  
good trip.

3 Good  
morning,  
Mr Leber.

4 Sylvia, I'd like  
to introduce you to  
Lee Yau from our Hong  
Kong office.

■ How do you do.  
I'm John Dixott,  
sales director of  
STU Ltd.

6 See you next  
week. Bye.

■ It's been nice  
meeting you.

8 My name's  
Francesca Contessa.  
Please call me Fran.  
It's much easier.

■ Michelle  
Schweizer?

10 Hello John. How  
are you?

# 41 Agenda

The following phrases are from an internal memo regarding a staff meeting. They are all mixed up. Put them in the correct order in the memo opposite.

a Apologies for absence

b Agenda

c Sales Meeting

d D. Murphy, Sales Manager

e Top Marks PLC

f Any other business

g Report on revised prices of established products

h Sales representatives

i Report on new selling lines for the spring

j A meeting of sales representatives will be held in the Sales Manager's Office in Bloom Street on Tuesday 12 August at 9.30 a.m. Everyone is requested to arrange their schedules so that they will be free to attend.

k The agenda is set out below.

l Minutes of last meeting

m 31 July 2002.

e

## Memo

To: \_\_\_\_\_

Date: \_\_\_\_\_

From: \_\_\_\_\_

Subject: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_

# 42 Reporting 1

Match up the reports with what the people actually said.

- a She said she had no news about the accident.
- b He questioned the figures.
- c She advised them to abandon the project.
- d He thanked everyone.
- e He demanded an answer.
- f She offered to arrange the conference.
- g He blamed the engineers for the problems.
- h She insisted on reading all the reports.
- i She apologised for the confusion.
- He admitted it had been a difficult year.



I'm very grateful  
for all you've  
done. Thank you.

2



Can you tell me  
where these figures  
came from because I can't  
believe them?

4



I'd be willing to  
arrange the conference  
for next year.



I'm afraid the  
information you received  
wasn't quite right and I'm  
very sorry about the problems  
which followed.



7 Yes, it has, indeed, been a very difficult year as we can see from the figures.

He phoned on Monday, but he wasn't able to tell me any more about the accident.

8 It really isn't our fault that the network isn't working. The engineers who installed it must have made a lot of mistakes.

How long do you think it will take, exactly? We must have an answer today.

9 Forget the project! You're just wasting money and you'll never get a result. You should abandon it now.

10 I want to have every report on my desk so that I can read each one.

 The verbs **blame** and **advise** are examples of reporting verbs where you must mention the hearer immediately after the verb. For example: He advised **them** to ... Other reporting verbs which must give the hearer after the verb are: **assure**, **inform**, **persuade**, **remind**, **reassure** and **tell**.

In Test 43 you can practise more reporting verbs.

# 43 Reporting 2

Fill in the missing words in the reported sentences below. Choose from the box.

accused agreed commented complained confirmed  
 congratulated denied enquired reminded suggested

1 She accused them of unfair competition.

They have reduced their prices and made it impossible for us to compete effectively.

2 The managing director congratulated him on his new position within the company.

Well done! Congratulations! We are very pleased that you've got the new job in the company.

3 They commented about the lack of information in the company.

Nobody ever knows what's going on in this company. We get told absolutely nothing.

4 He enquired whether there were any plans to increase space in the warehouse.

We all know that there isn't enough space in the warehouse and I'd like to ask if there are any plans to build a new one.

5 The manager reminded everyone to hand in their quarterly figures by the end of the week.

Can you please make sure that you give me the figures for the last quarter before Friday evening.

6 He \_\_\_\_\_ asking Anna Smiley to arrange the conference.

How about arrangements for the conference? Could we ask Anna Smiley to do it?

7 He \_\_\_\_\_ to look into the situation.

Yes! OK!  
I'll see what I can do about this situation.

8 She \_\_\_\_\_ knowing about the operation.

Something must have gone wrong because I know absolutely nothing about the operation. No one told me about it.

9 She \_\_\_\_\_ briefly on the success of the project.

The project has now been running for nine months and we are very happy that it has been so successful. Production has improved steadily over the last three months and the work-force are working hard.

10 They \_\_\_\_\_ that several jobs would be lost the following year.

You may have heard that several jobs will be lost next year, and I'm afraid that this is true.



When we report what someone has suggested doing, we often follow the reporting verb with an *-ing* clause. For example: He suggested *asking* her to write the report. Verbs which use this structure include: *propose*, *recommend* and *suggest*. The verb *deny* also follows this pattern. For example: He denied *knowing* about the problem.

# 44 Conference equipment

Write the number of each item next to the correct word or words.

flipchart 2

remote control  

pin badge  

video recorder  

transparency  

screen  

microphone  

laptop computer  

overhead projector  

white board  

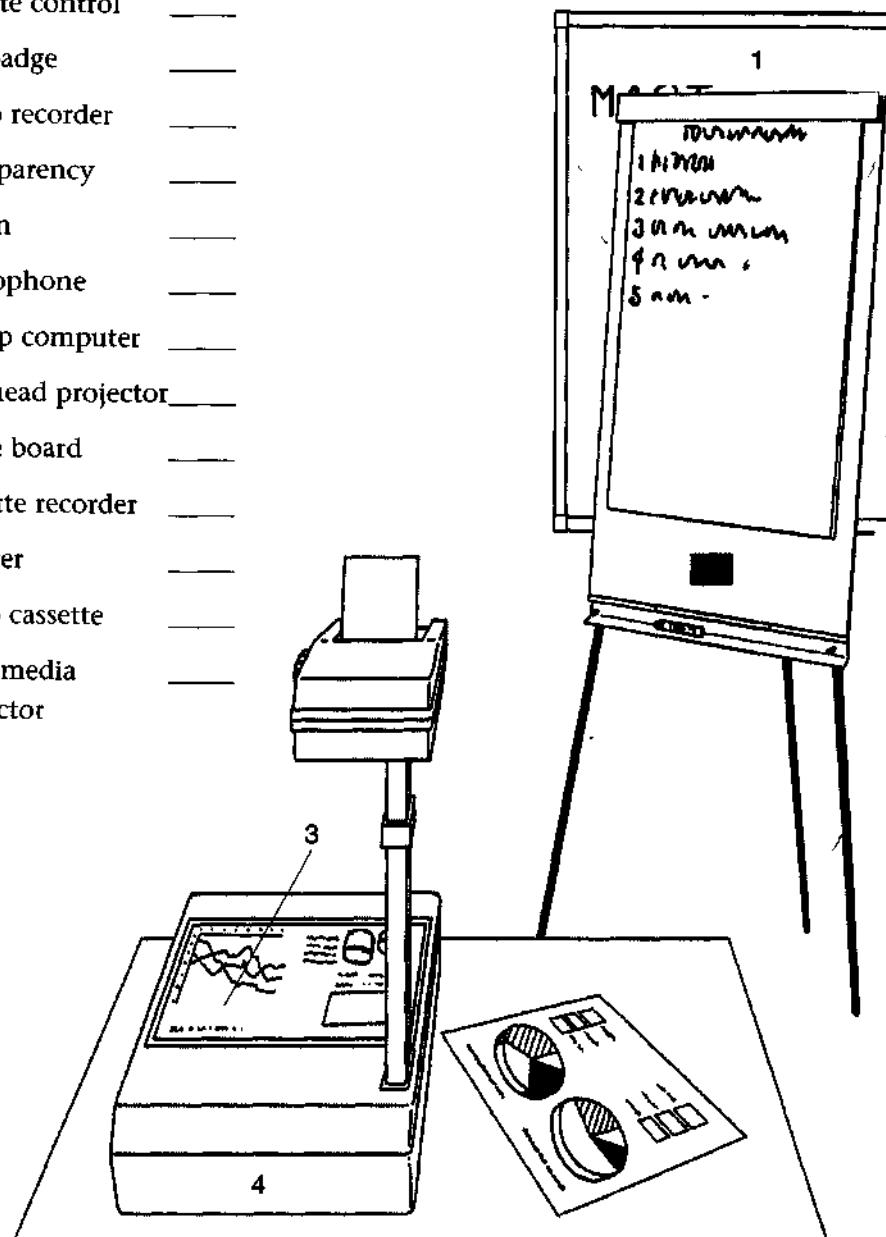
cassette recorder  

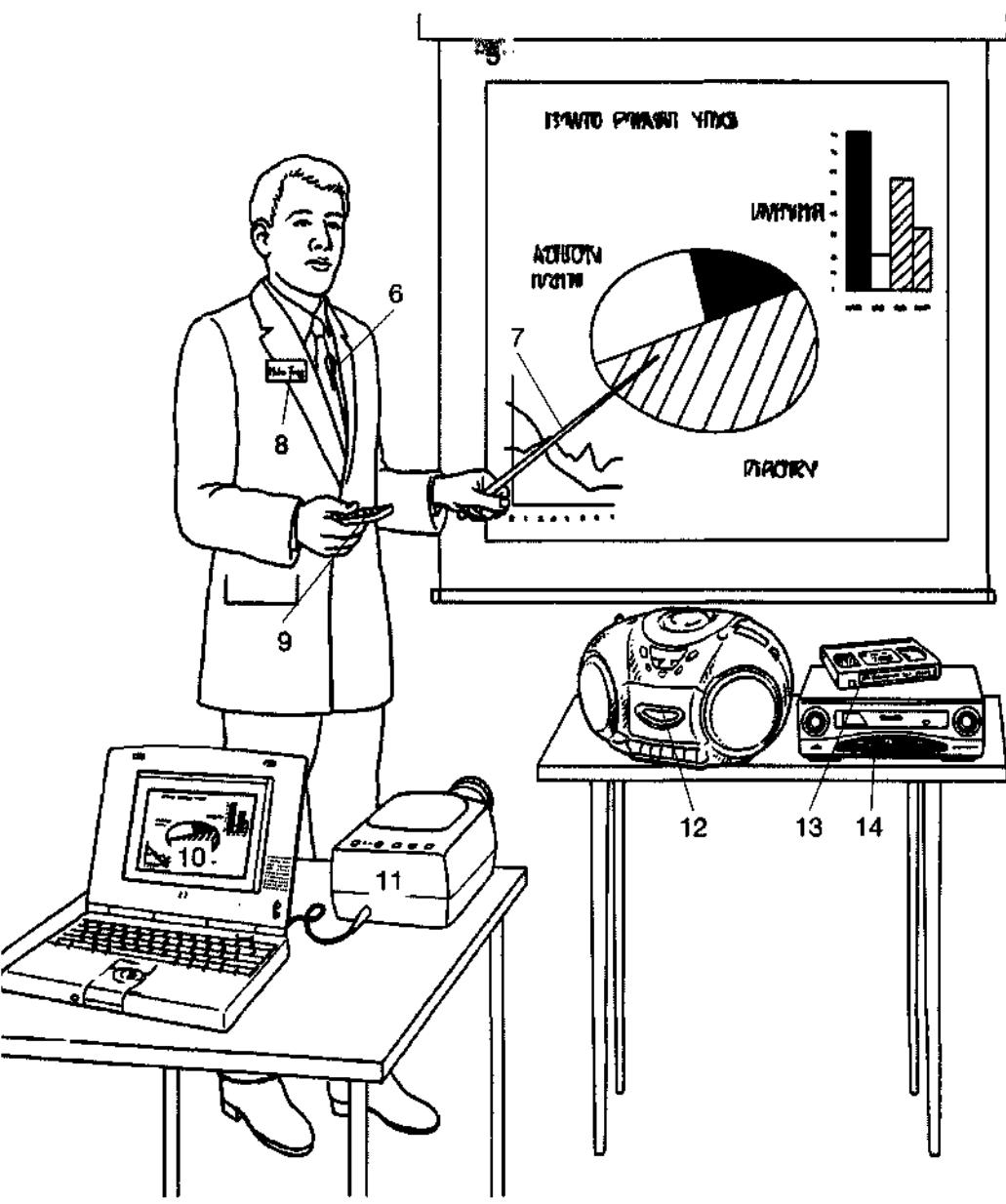
pointer  

video cassette  

multimedia  

projector  





Research has shown that what is seen during a presentation has a greater impact than what is said.

# 45 Conferences

Fill in the missing words in the sentences below. Choose from the box.

address	annual	attendance	biannual	capacity
concurrent	delegates	finalize	plenary	programme
	speakers	syndicate	venue	

- 1 The people who attend a conference are called the delegates.
- 2 The \_\_\_\_\_ is the place where the conference is held.
- 3 An \_\_\_\_\_ conference is organized once a year while a \_\_\_\_\_ conference is held twice a year.
- 4 When organizing a conference you must find conference rooms which have the necessary seating \_\_\_\_\_.
- 5 You may need rooms of different size. A \_\_\_\_\_ room will be required when the whole conference meets in one room. Smaller \_\_\_\_\_ discussion rooms may be needed for smaller groups of eight to ten. You will need several of these if there are \_\_\_\_\_ sessions going on at the same time.
- 6 You will have to send out invitations to guest \_\_\_\_\_ who will \_\_\_\_\_ the conference.
- 7 In order to organize rooms, tables and chairs, you must first of all have an estimated \_\_\_\_\_. Nearer the time of the conference, you will have to \_\_\_\_\_ the number of people.
- 8 When you know who is going to be there you can write out the conference \_\_\_\_\_ with all the details of each session.



6!

OOOOOOOOOO

From: A. Mean  
 To: P. De Moyer  
 Date: Wednesday 4th April  
 Time: 16.00

Yoki Tsang called. Can you  
 ring her back asap  
 on her mobile.

**INTERNATIONAL BOOK STORE**

CENTRAL SQUARE, ANYTOWN.

TEL: 0123 415 072

FAX: 0123 415 798

409 6743 56

ITEM	QTY	PRICE			
ADDRESS					
PAYMENT					
PAID BY	CASH	CREDIT	ACCOUNT	CRD COND	NAME NO.
BOOKS					
DICTIONARY					
TEXTBOOKS	1	18.75	18.75	95	
CASSETTES	2	14.50	28.00	60	
	4	9.50	38.00	95	
RECEIVED					
WITH THANKS					
AMOUNT					
NO. 409 6743 56					
AMOUNT	85	45			
AMOUNT	14	95			
TOTAL	100	40			

**ELECTRICS PLC**

Details of purchase Date 06.07 ..

Model No: WM617

Supplier: A. Fuse

6 months all repairs free of charge

654321

Mr. B. Minge 24 Station Road Newtown W.M. 2007	Mr. B. Minge 24 Station Road Linton on Sea W.M. 2007	Mr. B. Minge 24 Station Road Linton on Sea W.M. 2007	Mr. B. Minge 24 Station Road Linton on Sea W.M. 2007
Mr. B. Minge 24 Station Road Newtown W.M. 2007	Mr. B. Minge 24 Station Road Linton on Sea W.M. 2007	Mr. B. Minge 24 Station Road Linton on Sea W.M. 2007	Mr. B. Minge 24 Station Road Linton on Sea W.M. 2007
Mr. B. Minge 24 Station Road Newtown W.M. 2007	Mr. B. Minge 24 Station Road Linton on Sea W.M. 2007	Mr. B. Minge 24 Station Road Linton on Sea W.M. 2007	Mr. B. Minge 24 Station Road Linton on Sea W.M. 2007
Mr. B. Minge 24 Station Road Newtown W.M. 2007	Mr. B. Minge 24 Station Road Linton on Sea W.M. 2007	Mr. B. Minge 24 Station Road Linton on Sea W.M. 2007	Mr. B. Minge 24 Station Road Linton on Sea W.M. 2007
Mr. B. Minge 24 Station Road Newtown W.M. 2007	Mr. B. Minge 24 Station Road Linton on Sea W.M. 2007	Mr. B. Minge 24 Station Road Linton on Sea W.M. 2007	Mr. B. Minge 24 Station Road Linton on Sea W.M. 2007

My Company  
 New Street  
 Newtown

SUPPLY

NUMBER

Please supply:

Quantity Description Unit Price


**FACSIMILE TRANSMISSION**

FROM: TO: DATE: TIME: POLL: POLL:

# 4 / Business transactions

Complete the following words.

- 1 A letter, e-mail or phone call from a customer to a supplier asking for information about products. **E N Q U I R Y**
- 2 A supplier gives prices and details of payment terms in this. **Q U O T E**
- 3 This is sent to the supplier and is normally a printed form with the details of the goods which the customer wishes to buy. **OR**
- 4 The supplier checks the details and promises to deliver by sending this to the customer. **ORDER CARD**
- 5 This is often enclosed with the goods and lists the goods being supplied. **DISPLAY**
- 6 This is an official list of goods supplied and a request for payment. **INVOICE**
- 7 If something is faulty, or the service is not as expected, the customer may send a ... **COMPLAINT**
- 8 This is another word for payment. **RECEIPT**
- 9 If the customer has been charged too much the supplier will issue a ... **CREDIT NOTE**
- 10 This is the same official letter which is sent to many different people at the same time, often to advertise products. **CIRCULAR**
- 11 This is the same letter which is sent to many different people but with a different name, address and date. **FORWARDED LETTER**
- 12 Usually at the end of the month the supplier sends this record of goods supplied and payments made to the customer. **STATEMENT**



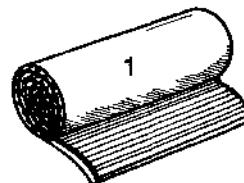
A **circular** may also be known as a **mailshot**. There is very little difference.

# 40 The mail room

Write the number of each item next to the correct word or words.

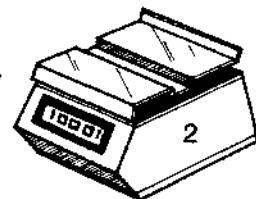
clear adhesive tape

10



pigeon holes

\_\_\_\_\_



trolley

\_\_\_\_\_

cardboard tube

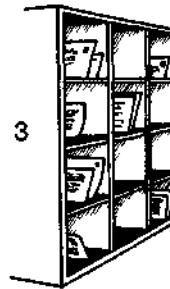
\_\_\_\_\_

polythene envelope

\_\_\_\_\_

letter opener

\_\_\_\_\_



corrugated paper

\_\_\_\_\_

internal envelope

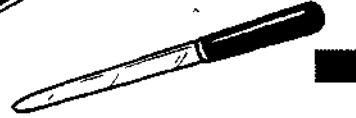
\_\_\_\_\_

padded envelope

\_\_\_\_\_

scales

\_\_\_\_\_

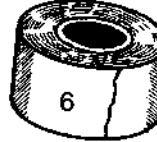


gummed labels

\_\_\_\_\_

parcel tape

\_\_\_\_\_



stationery drawers

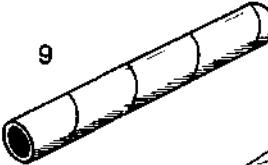
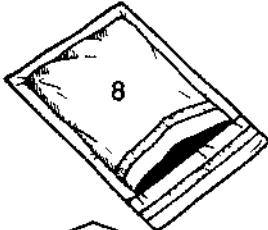
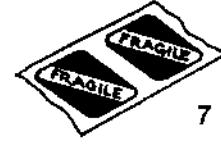
\_\_\_\_\_

wire trays

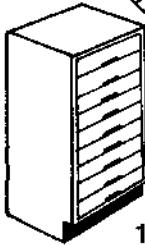
\_\_\_\_\_

airmail sticker

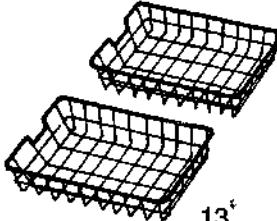
\_\_\_\_\_



10



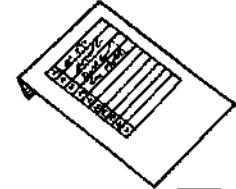
11



12



13



14

# 49 The post

Circle the odd one out in each of the following.

1	Letters are ...	sorted, <b>published</b> , delivered, distributed
2	Letters only to be opened by one specific person are marked ...	personal, private, secret, confidential
3	Enclosures may be ...	price-lists, brochures, documents, pencils
4	Incoming mail can be sorted according to ...	signature, for the attention of, subject heading, reference
5	Letters are sorted into ...	trolleys, stationery drawers, trays, pigeon holes
6	The person to receive an e-mail is the ...	editor, correspondent, recipient, addressee
7	For internal mail use ...	memo, circulation slip, routing slip, compliments slip
8	Correspondence from abroad includes ...	aerogramme, airmail, airdrop, surface mail
9	Examples of packing material include ...	shredded paper, carbon paper, polystyrene chips, corrugated paper
10	Examples of labels are ...	Money Enclosed, Fragile, Do Not Bend, Handle With Care
11	In a cardboard tube you can pack ...	large maps, unframed paintings, brochures, plans
12	Envelope styles include ...	pocket, window, wallet, ream
13	Postage is paid with ...	stamps, date stamp, franking machine, freepost



*In a cardboard tube you can pack ...*

# 50 Letter writing

Fill in the missing words in the three letters below. Choose from the box.

let concerning delighted enclose faithfully grateful  
writing sorry ask hearing please wishes Could  
regret assist

Dear Angela

Thanks for your e-mail (1) concerning the exhibition in Anytown in August.

We are (2) \_\_\_\_\_ to hear that your company will be taking part and that you will address the opening conference.

(3) \_\_\_\_\_ you please (4) \_\_\_\_\_ us have details of all the delegates so that we can prepare security passes? We would also (5) \_\_\_\_\_ you to let us have details of the equipment you need for your presentation.

If you need any help with finding accommodation, we would be happy to (6) \_\_\_\_\_.

Best (7) \_\_\_\_\_.

J Mates

Dear Sir/Madam

Your company has been recommended to us by a business associate and I am (8) \_\_\_\_\_ to enquire about your translation services.

My company has recently entered the export market and we need advertising material translated into Chinese, Russian and Turkish.

We would be (9) \_\_\_\_\_ if you could send us your prices and terms of payment.

We look forward to (10) \_\_\_\_\_ from you.

Yours (11) \_\_\_\_\_

J Forms

Dear Mr Kadenza

I was very (12) \_\_\_\_\_ to hear about your problems with the new super vacuum.

I have investigated the complaint and I (13) \_\_\_\_\_ to tell you that the problem is the result of faulty operation.

I (14) \_\_\_\_\_ a copy of the inspector's report with this letter. If you require us to repair the machine, (15) \_\_\_\_\_ contact me at the number above.

Yours sincerely

A Body



*The problem is the result of faulty operation.*



Correspondence is increasingly sent by e-mail today. E-mails tend to be less formal but follow the same format as letters. Letters are used for more formal business communication such as applications, enquiries and replying to complaints.

When you begin a letter **Dear Sir/Madam**, you end with **Yours faithfully**.

When you begin with **Dear Mr/Mrs/Ms Suetake** you end with **Yours sincerely**, **Yours truly**, or **Best wishes** (but not **Yours faithfully**).

Circle the correct word in **bold** in each of the following sentences.

- 1 Everything is in the file **except/accept** the letter we wrote last week.
- 2 This is a very **sensitive/sensible** problem, so please don't discuss it with people outside the company.
- 3 I wondered if you would be willing to attend the meeting on Monday in my place as I'm not **interesting/interested** in the issues.
- 4 The exhibition was a great success with a large **amount/number** of visitors.
- 5 What **else/more** was discussed at the meeting?
- 6 This new computer software should certainly **spare/save** time.
- 7 Could you please send us a **recipe/receipt** for the goods we have purchased.
- 8 I'd be grateful if you could call me **sometimes/sometime** next week.
- 9 This company is going to give us **advice/advise** on marketing abroad.
- 10 In order to **save** on costs, you are asked to be **economic/economical** with photocopying.
- 11 We want to ask Ms Keller if she would be so kind as to take **notes/notices** of the points discussed.
- 12 I would like to inform you that the documents have been **passed/past** on to the chief executive.
- 13 We were **hoping/hopping** to see you at the meeting next week.
- 14 The **draught/draft** report will be ready for you to read on Friday morning.

- 15 We would be grateful if you could **check/cheque** that the figures are correct.
- 16 The best place for the conference would be The Grand Hotel due to **it's/its** ideal location.
- 17 Organizing retirement pensions is a **personal/personnel** issue and you should contact human resources for further information.



*'We are hopping to see you at the meeting ... !'*

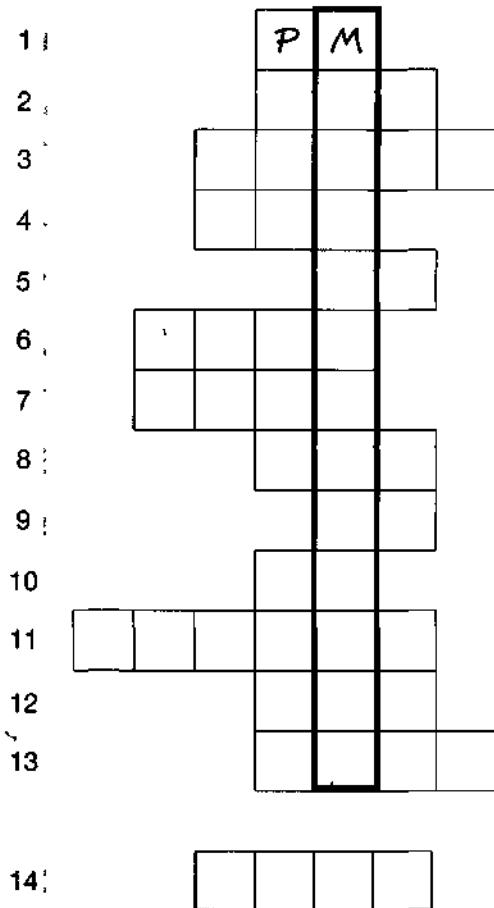


Some of the pairs of words above sound the same but have **different** spelling. If you're not sure of the difference, use a good English dictionary.

# 52 Abbreviations

Fill in the correct abbreviations in the grid on the opposite page.

- 1 After twelve o'clock midday.  
\_\_\_\_\_
- 2 Figure (You see this below an illustration in a book.)  
\_\_\_\_\_
- 3 Association.  
\_\_\_\_\_
- 4 Found at the end of a list and means 'and others'.  
\_\_\_\_\_
- 5 Put this before an example.  
\_\_\_\_\_
- 6 This means 'included'.  
\_\_\_\_\_
- 7 Written at the bottom of a letter to show that some other papers are in the same envelope.  
\_\_\_\_\_
- 8 The opposite of min.  
\_\_\_\_\_
- 9 Number.  
\_\_\_\_\_
- 10 'that is'  
\_\_\_\_\_
- 11 Used when a measurement or time is not exact. It means 'about'.  
\_\_\_\_\_
- 12 The eighth month of the year.  
\_\_\_\_\_
- 13 Written at the end of an invitation this means you have to send an answer to say you will or will not attend.  
\_\_\_\_\_
- 14 In the centre column you now have a word. What is its abbreviation?  
\_\_\_\_\_



Some abbreviations used in English originate from other languages and contain letters which have no correlation to their English meaning. For example: p.m. (afternoon), rsvp (please reply), e.g. (for example), i.e. (in other words).

# 53 Official letters

The following phrases are from four letters: a letter on retirement, congratulations on the birth of a baby, condolences on a death and wedding congratulations. They are all mixed up. Put them in the correct order.

- 1 We send you our deepest sympathy at this very sad time.
- 2 We are sure that you will be kept busy and active with your many hobbies and interests in the years ahead and we wish you health and happiness. For the future we wish you all the very best.
- 3 Dear Biserka  
On the special occasion of your wedding, we send you our very best wishes.
- 4 We all appreciated him as a friendly and helpful colleague and he will be greatly missed.
- 5 We would like you to accept the enclosed gift from ABAK and wish you every happiness on your wedding day and in the future.
- 6 Since joining the bank, you have been a loyal and dedicated member of staff and have always been respected and admired by your colleagues. Over the years there have been many changes which you have always embraced with enthusiasm. Your sense of humour will be greatly missed in the department.
- 7 We send our best wishes to your family and wish you joy and happiness with the new baby.

Dear Veronika

We are delighted to hear the news of the birth of your daughter and send you our heartiest congratulations.

9

Dear Ausa

We were very sorry to learn of your husband's death which has touched us all deeply.

Dear Juan

After thirty-three years of dedicated service with The International Finance Bank, you are undoubtedly looking forward to your retirement.

Retirement

10



Birth



Death



Wedding



*'We would like you to accept the enclosed gift.'*



Formal letters sent from senior management are generally short and fairly impersonal.

# 04 Numbers

Write the number of each item next to the correct word or words.

two thousand three hundred and ninety-four

3

twenty-three per cent

two three two three nine four

—

twenty-three slash ninety-four

twenty-three centimeters

—

two-thirds

twenty-three thousand and ninety-four

—

twenty-three plus ninety-four

twenty-third of March two thousand

—

twenty-three dollars

two hundred and thirty-nine pounds forty

—

ninety-four cents

two point three nine four

—

twenty-three degrees

twenty-three times

—

centigrade

ninety-four

—

twenty-three kilometres

per hour

twenty minus three

1  $23 \times 94$       2  $23^{\circ}\text{C}$

3 2,394      4 \$23.94

5 23 cm      6 23 March 2000

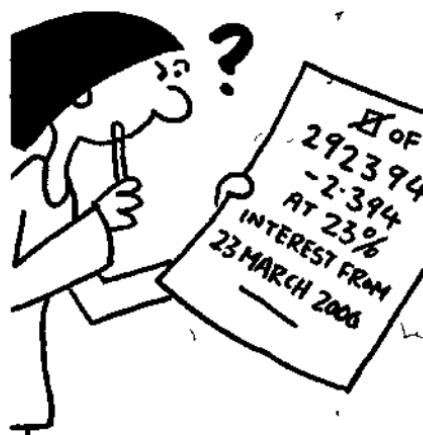
7  $\frac{2}{3}$       8 23 kpm

9 2.394      10  $23 + 94$

11 23%      12 £239.40

13 232394      14 23/94

15 20 – 3      16 23,094



The list above shows how to read these different numbers when you write some numbers of your own and practise reading them aloud.

# 55 Banking

Fill in the missing words in the sentences below. Choose from the box.

overdraft batches execution transaction beneficiary standing order  
payee transfer authorization remittance branch interest loan

- 1 Each payment of money either into or out of a bank account is known as a transaction .
- 2 A \_\_\_\_\_ is when you arrange for the bank to make regular payments of a fixed amount of money.
- 3 Moving money between different bank accounts is known as the \_\_\_\_\_ of funds.
- 4 When the company needs money to buy new machinery a \_\_\_\_\_ can be arranged with the bank.
- 5 When you borrow money from the bank, the bank will charge you \_\_\_\_\_ .
- 6 Companies regularly spend more money than they actually have in their accounts so need to arrange an \_\_\_\_\_ .
- 7 Computer banking allows the company to prepare several payments and transmit them together to the bank in \_\_\_\_\_ . But first of all, \_\_\_\_\_ must be given by two or three officials in the company.
- 8 The person or company who is to receive payment is known as the \_\_\_\_\_ or \_\_\_\_\_ .
- 9 The big banks will have a \_\_\_\_\_ in most towns and sometimes overseas too.
- 10 The bank may confirm that payment has been made by sending a \_\_\_\_\_ advice.
- 11 You can set a future date when you want the bank to begin processing payment by giving them an \_\_\_\_\_ date.

# 56 Wages and salaries

Choose the best word or phrase to complete each of the following sentences.

- 1 If a company calculates payment for work done on an hourly basis, they pay wages.  
(a) wages (b) rebate (c) interest (d) salary
- 2 The money someone gets for work done is known as \_\_\_\_\_.  
(a) profits (b) winnings (c) earnings (d) gains
- 3 Salespeople are often paid a percentage of what they sell. This is known as \_\_\_\_\_.  
(a) commission (b) profits (c) benefits (d) mark up
- 4 Companies have to hand over some of their employee's pay to the State every month and so make \_\_\_\_ from pay.  
(a) reductions (b) percentages (c) deductions (d) takeaways
- 5 After this money has been taken off, the employee receives \_\_\_\_ pay.  
(a) low (b) net (c) gross (d) no
- 6 To encourage employees to work harder some companies offer \_\_\_\_ which could be extra money, extra holidays or gifts.  
(a) carrots (b) incentives (c) attractions (d) motivations
- 7 Extra money received for working hard is known as \_\_\_\_\_.  
(a) perk (b) plus (c) profit (d) bonus
- 8 When people reach a certain age when they can no longer work they \_\_\_\_\_.  
(a) fade (b) return (c) cease (d) retire
- 9 The money which they receive after they stop work is known as \_\_\_\_\_.  
(a) pension (b) retirement (c) allowance (d) insurance

10 If a woman stops work for a short time to have a baby she has time off work called \_\_\_\_\_.  
a) baby holiday      b) mother time  
c) maternity leave      d) motherhood

11 The company list of people to be paid is known as the \_\_\_\_\_.  
a) pay roll    b) pay card    c) pay file    d) pay-in book

12 Each employee should be given a small piece of paper to explain exactly how much money is being paid to them and how much has been taken off. This is a \_\_\_\_\_.  
a) pay card    b) pay slip    c) statement    d) receipt

13 More money would be nice, so people hope for a \_\_\_\_\_.  
a) pay lift    b) pay move    c) pay climb    d) pay rise

14 For many people money isn't the most important thing. They think that it is more important to get job \_\_\_\_\_.  
a) satisfaction    b) pleasure    c) achievement    d) well-being

■ Workers who work longer hours than they are normally required are paid \_\_\_\_\_.  
a) perks    b) overtime    c) shifts    d) redundancy

■ Employees who have to travel on business will have their \_\_\_\_\_ for their hotel bills, food and travel paid back to them.  
a) cheques    b) accounts    c) expenses    d) prices

■ The tax which employees have to pay on the money they earn is called \_\_\_\_\_ tax.  
a) work    b) income    c) revenue    d) rich

■ Things such as company cars or cheap travel are special extras for a few employees and are known as \_\_\_\_\_.  
a) perks    b) points    c) winnings    d) savers

# 07 Buying and selling

Fill in the first and last letters to complete the following words.

- 1 This document asks new customers to pay for the goods before you send them. P R O F O R M A I N V O I C E
- 2 Good customers can order goods and pay later because they are given ... R E D I
- 3 Customers must pay before being sent more goods if they reach their ... R E D I I M I
- 4 If the customer doesn't pay by the date agreed, payment becomes ... V E R D U
- 5 No more goods are sent to the customer and their account is ... T O P P E
- 6 A company which cannot pay its accounts will go ... A N K R U P
- 7 To persuade a customer to pay on time, you can offer a ... A S I S C O U N
- 8 If the customer orders large rather than small quantities of goods you can offer a ... R A D I S C O U N
- 9 If a customer's account is not paid, it will eventually become a ... A E B
- 10 A customer who pays in money from another country, will pay in foreign ... C U R R E N C
- 11 Money from another country will have to be changed into local money using the ... X C H A N G A T
- 12 The bank charges this to change money. O M M I S S I O

# 58 Requests for payment

The following phrases are from three letters: a first and second request for payment and a final demand. They are all mixed up. Put them in the correct order.

- 1 I have waited three months for either your remittance or explanation for the delay but have heard nothing from you.
- 2 Account no. TXG9444.
- 3 We would be grateful if you could give the matter your consideration and let us have your payment as soon as possible.
- 4 We are very disappointed to have received neither your remittance nor an explanation for the delay in payment.
- 5 I have now no alternative but to hand the matter over to my solicitors who will be instructed to start proceedings to recover the money unless I receive payment within the next seven days.
- 6 I have written to you on two occasions concerning the above account which has an outstanding balance of £894.
- 7 We would ask you to settle the account within the next seven days.
- 8 We wrote to you on 30 November concerning our October statement which is still outstanding.
- 9 We refer to our invoice of 6 October ... which is now overdue. A copy of our invoice is enclosed.

first request

second request

final demand

9

[ ] [ ] [ ]

[ ] [ ] [ ]



**Remittance** is a formal word but would still be used in formal

and /  
initial

It's  
the

## 59

Some nationalities  
and currencies

Complete the table.

Country	Adjective	Language	Currency
Australia	Australian	English	Dollar
Canada		English/French	
China	Chinese		Yuan Renminbi
	Colombian	Spanish	Peso
Egypt			Pound
France	French		Euro
		German	Euro
India	Indian	Hindi/English	
	Japanese		Yen
Norway		Norwegian	
Russia		Russian	
South Africa	South African		
Switzerland		German/French/ Italian/Rheto Romansch	
Turkey		Turkish	Lira
USA		English	

## 60 Petty cash

Look at the page from a petty cash book and then answer the questions on the next page.

receipts	folio	date	details	voucher	total	motor expenses	travel	postage	cleaning	ledger folio	ledger a/c £
150	CB19	Sept 1	cash								
		Sept 2	petrol	1	15	15					
		Sept 3	Braun	2	3						
		Sept 5	postage	3	20			20			
		Sept 7	Davy	4	12				12		
		Sept 9	cleaning	5	8						8
		Sept 9	petrol	6	14	14					
		Sept 12	Jones	7	17						17
		Sept 13	petrol	8	12	12					
		Sept 17	Yan	9	5				5		
		Sept 19	cleaning	10	11						11
		Sept 25	petrol	11	10	10					
		Sept 26	postage	12	8				8		
		Sept 28	Fox	13	10						
					145	51	37	28	19		10
							GL17	GL29	GL44	GL64	
145	CB22	Sept 3									
		Sept 30	Balance	5	150						
295					295						
150		Oct 1	Balance	1	b.d						

■ 1 On 2 September £15 was paid out for \_\_\_\_\_.

2 On 3 September Mai Braun got £3 for \_\_\_\_\_.

3 The total amount for postage in the period was \_\_\_\_\_.

4 On 28 September Lucillia Fox's invoice was for £ \_\_\_\_\_.

5 The cleaning account in the general ledger is number \_\_\_\_\_.

6 The total of £51 was posted to account 17 in the general ledger for \_\_\_\_\_.

7 The total amount of money paid out of petty cash in the period was \_\_\_\_\_.

8 The amount of money in the cash float is \_\_\_\_\_.

9 On 1 October the amount of money in the petty cash account was \_\_\_\_\_.



*'Eleven pounds for cleaning.'*

# British English and American English

## British English

accommodation  
alter  
bill (for food)  
biscuit  
cheque  
cupboard, wardrobe  
encyclopaedia  
engaged (telephone)  
enquiry  
fill in  
form  
handbag  
luggage  
managing director  
note (paper money)  
pay rise  
phone directory  
post  
provisional  
reception  
receptionist  
syndicate room  
taxi  
traveller's cheques  
venue  
waiter  
Yours faithfully

## American English

accommodations  
change  
check  
cookie  
check  
closet  
encyclopedia  
busy  
inquiry  
fill out  
blank/form  
pocket book  
baggage/luggage  
president  
bill  
pay raise  
phone book  
mail  
unconfirmed  
front desk/front office  
clerk, desk clerk  
conference room  
cab  
traveler's checks  
locale  
waiter/food server  
Sincerely yours/ Yours truly

# Answers

## Test 1

stapler	5
staples	6
hole punch	7
scissors	2
paper trimmer	1
foldback clips	10
paper clips	3
drawing pins	9
post-it notes	12
magazine file	8
diary	4
calculator	11
correction fluid	13

## Test 2

desk	18
swivel chair	22
keyboard	3
notice board	14
drawer	21
waste-paper basket	24
monitor	1
bookcase	20
telephone	19
in-tray	2
clock	9
scanner	5
wall planner	13
lamp	17
fire extinguisher	15
mouse	4
plant	8
shredder	23
coat hook	10
printer	6
blind	11
fan	16
filling cabinet	12
personal computer	7

## Test 3

1 f	2 e	3 h
4 a	5 j	6 g
7 i	8 k	9 c
10 b	11 d	

## Test 4

- 1 a ream of paper (500 sheets)
- 2 a bar of soap

- 3 a ball of string
- 4 a set of file dividers
- 5 a jar of paper clips
- 6 a bottle of cleaning fluid
- 7 a pack of plastic folders
- 8 a box of diskettes
- 9 a can of adhesive
- 10 a bag of rubber bands
- 11 a tube of glue
- 12 a roll of tape

## Test 5

### A

1 switch	8 replace
2 trailing	9 securely
3 block	10 bend
4 electrical	11 trolley
5 exit	12 top
6 guards	13 drawers
7 ashtrays	14 stand

### B

1 j	2 m	3 c	4 f
5 d	6 n	7 k	8 a
9 l	10 e	11 i	12 h
13 g	14 b		

## Test 6

1 suspicious	7 responsibility
2 entrance	8 sensors
3 valuable	9 detector
4 authorization	10 protection
5 identification	11 accidental
6 securely	

## Test 7

- 1 diary
- 2 *Who's Who*
- 3 manual
- 4 catalogue
- 5 World Calendar of Holidays
- 6 encyclopaedia

- 7 index
- 8 directory
- 9 brochure
- 10 dictionary
- 11 rail timetable
- 12 atlas
- 13 travel guide
- 14 thesaurus

**Test 8**

1 on	2 round	3 over
4 up	5 through	6 down
7 back	8 through	9 out
10 in	11 up	12 up
13 out	14 forward	15 down

a 7	b 14	c 15	d 12
e 10	f 5	g 3	h 6
i 8	j 1	k 11	l 2
m 9	n 4	o 13	

**Test 9**

1 g)	2 d)	3 f)	4 b)
5 e)	6 a)	7 c)	

**Test 10**

1 d	2 k	3 g	4 b	5 i
6 n	7 e	8 m	9 l	10 a
11 h	12 f	13 j	14 c	

**Test 11**

1 f)	2 d)	3 a)	4 e)
5 b)	6 c)		

**Test 12**

- 1 at, on
- 2 at, until
- 3 in, on
- 4 for
- 5 for/at/during, for, during
- 6 by/on; at
- 7 at
- 8 in
- 9 at
- 10 on
- 11 in, in
- 12 between/on
- 13 before
- 14 after/during
- 15 from, to

**Test 13**

1 b)	6 a)
2 a)	7 b)
3 c)	8 d)
4 d)	9 a)
5 b)	10 c)

**Test 14**

- 1 air tickets
- 2 passport
- 3 visa
- 4 maps
- 5 phrase book
- 6 baggage tags

**7 visual aids**

- 8 translations
- 9 samples
- 10 business cards
- 11 foreign currency
- 12 mobile
- 13 medical insurance
- 14 laptop

**Test 15**

1 details	8 confirm
2 availability	9 alternatives
3 reservation	10 en suite
4 proposed	11 facilities
5 print	12 ground-floor
6 fax	13 dietary
7 completed	14 securely

**Test 16**

A	turn up – arrive
	turn down – reduce
	try out – evaluate
	look into – enquire about
	take out – entertain
	run out of – have none left
	turn out – prove to be
	call off – cancel
	give up – stop
	put up – accommodate

B	1 put up	6 turn up
	2 try out	7 call off
	3 turn down	8 look into
	4 turn out	9 take out
	5 run out of	10 give up

**Test 17**

Person: hard-working (lazy), reliable (unreliable), enthusiastic (uninterested), sensible (silly), well-organized (chaotic), polite (rude), calm (excitable), trustworthy (deceitful)

Job: satisfying (frustrating), challenging (dead-end), well-paid (badly paid), varied (monotonous), interesting (boring), enjoyable (unpleasant)

**Test 18**

1 visitors	8 stationery
2 internet	9 minutes
3 phone calls	10 accommodation
4 meetings	11 documents
5 letters	12 appointments
6 records	13 statistics
7 cash	14 mail

**Test 19**

- 1 production
- 2 marketing
- 3 sales
- 4 legal
- 5 human resources
- 6 purchasing
- 7 accounts
- 8 finance
- 9 information technology
- 10 research and development

**Test 20**

1 b)	2 a)	3 d)	4 b)
5 c)	6 a)	7 d)	8 a)
9 c)	10 b)		

**Test 21**

Impossible, unfriendly, impolite, uncomfortable, dishonest, unemployed, inconvenient, untidy, unhappy, incorrect, illegible, illegal

- 1 impossible
- 2 impolite/unfriendly
- 3 illegal
- 4 illegible
- 5 incorrect
- 6 inconvenient
- 7 re-advertise
- 8 understaffed
- 9 bilingual
- 10 misread
- 11 overdoing
- 12 ex-banker

**Test 22**

1 application	8 reference
2 employees	9 retirement
3 advertisement	10 appointment
4 vacancies	11 description
5 resignation	12 appraisals
6 promotion	13 acceptance
7 qualifications	

**Test 23**

- 1 Co. – company
- 2 Recep – receptionist
- 3 Sec – secretary
- 4 c. – circa (approximately)
- 5 p.a. – per annum (a year)
- 6 pro rata – in proportion to a full-time position

7 hpw – hours per week

8 admin. – administration

9 min. – minimum

10 wpm – words per minute typing speed

11 wp – word processing

12 esp. – especially

13 IT – information technology

14 yrs – years

15 exp. – experience

16 ref. no. – reference number

17 Tel – telephone

**Test 24**

Letter of invitation: 3,6,2,9,4

Offer letter 8,1,5,7

**Test 25**

suspension file	7
filing cabinet	1
box file	6
lever arch file	3
document wallet	8
expanding file	9
ring binder	5
plastic pocket	4
storage box	10
disk box	2

**Test 26**

1 chronological	4 alphabetical
2 geographical	5 subject
3 numerical	6 alphanumerical

**Test 27**

1 vertical	5 barcode, scanner
2 cross-reference	6 tracer
3 signal	7 rotary
4 archives	8 disk

**Test 28**

1 sort	7 destroy
2 confidential	8 shred
3 code	9 locate
4 keep	10 replace
5 active	11 central
6 dead	12 duplicate

**Test 29**

1 c)	6 d)
2 a)	7 c)
3 b)	8 b)
4 a)	9 a)
5 c)	10 d)

**Test 30**

1 d	2 i	3 g	4 c
5 k	6 j	7 a	8 f
9 h	10 e	11 b	

**Test 31**

line graph	3
bar chart	8
histogram	4
plan	10
Gantt chart	1
pie chart	7
pictogram	9
flow chart	2
table	6
map	5

**Test 32**

1 low	7 increase
2 dramatic	8 fell
3 rise	9 fluctuated
4 gradually	10 slightly
5 fall	11 levelled off
6 improved	12 rapidly

**Test 33**

1 local	
2 codes, digit	
3 handset, key in, hands-free	
4 engaged	
5 wrong number	
6 tone	
7 direct, operator, connect	
8 message, retrieve, erase	
9 extension	
10 display, redial	

**Test 34**

- 1 d) Yes please. Can you tell her we are signing contracts tomorrow.
- 2 h) I didn't quite catch your name. Could you repeat it, please?
- 3 f) I'm afraid she's not available at the moment.
- 4 a) Could I speak to Philip Harlow, please?
- 5 j) Thanks for calling.
- 6 i) Shall we say Friday at 10?
- 7 c) Speaking!
- 8 b) Can I ask what it's in connection with?
- 9 g) I'm afraid we've got a bad line.
- 10 e) Could you ask him to call me this afternoon?

**Test 35**

1 199	Mobile Communications
2 222	Faults
3 159	Phone Account
4 999	Emergency
5 412	Conference Calls
6 111	Electronic Information
7 555	Nuisance Calls
8 003	Directory Enquiries
9 100	Operator Services
10 144	Speaking Clock

**Test 36**

1 c	2 h	3 f	4 j
5 g	6 i	7 d	8 a
9 b	10 e		

**Test 37**

Across	
1 icon	
3 spreadsheet	
7 attachment	
9 scanner	
11 data	
12 hardware	
14 spam	
15 modem	
16 ram	
17 serialport	
18 homepage	
22 save	
24 host	
25 website	

**Down**

2 online	
4 search engine	
5 backup	
6 forward	
8 LAN	
10 hyperlink	
11 download	
13 software	
14 surf	
19 offline	
20 gigo	
21 dtp (desk top publishing)	
23 virus	
26 bug	

**Test 38**

1 delete	6 restore
2 insert	7 cutting, pasting
3 edit	8 font
4 create	9 centred
5 enter	10 indented
11 imported	14 printout
12 bullets	15 undo
13 quit	

**Test 39**

1 a)	2 a)	3 b)	4 c)
5 c)	6 d)	7 a)	8 b)
9 a)	10 d)		

**Test 40**

1 j)	2 b)	3 e)	4 c)
5 a)	6 d)	7 i)	8 g)
9 h)	10 f)		

**Test 41**

(e) Top Marks PLC

**Memo****To:** (h) Sales representatives**Date:** (m) 31 July 2002**From:** (d) D. Murphy, Sales Manager**Subject:** (c) Sales Meeting

(j) A meeting of sales representatives will be held in the Sales Manager's Office in Bloom Street on Tuesday 12 August at 9.30 a.m. Everyone is requested to arrange their schedules so that they will be free to attend.

(k) The agenda is set out below.

## (b) Agenda

- 1 (a) Apologies for absence
- 2 (l) Minutes of last meeting
- 3 (g) Report on revised prices of established products
- 4 (i) Report on new selling lines for the spring
- 5 (f) Any other business

**Test 42**

1 d	2 f	3 b	4 i
5 j	6 a	7 g	8 e
9 c	10 h		

**Test 43**

1 accused	6 suggested
2 congratulated	7 agreed
3 complained	8 denied
4 enquired	9 commented
5 reminded	10 confirmed

**Test 44**

flipchart	2
remote control	9
pin badge	8
video recorder	14
transparency	3
screen	5
microphone	6
laptop computer	10
overhead projector	4
white board	1
cassette recorder	12
pointer	7
video cassette	13
multimedia projector	11

**Test 45**

1 delegates	
2 venue	
3 annual, biannual	
4 capacity	
5 plenary, syndicate, concurrent	
6 speakers, address	
7 attendance, finalize	
8 programme	

**Test 46**

receipt	7
phone message	6
invitation	2
order form	10
fax	11
certificate	1
label	9
letter	4
guarantee	8
ticket	5
business card	3

**Test 47**

1 enquiry	
2 quotation	
3 order	
4 order confirmation	
5 delivery note	
6 invoice	
7 complaint	
8 remittance	
9 credit note	
10 circular	
11 form letter	
12 statement	

**Test 48**

clear adhesive tape	10
pigeon holes	3
trolley	11
cardboard tube	9
polythene envelope	4
letter opener	5
corrugated paper	1
internal envelope	15
padded envelope	8
scales	2
gummed labels	7
parcel tape	6
stationery drawers	12
wire trays	13
airmail sticker	14

**Test 49**

- Published: something normally printed to be sold.
- Secret: information that is only known by a few people.
- Pencils would be packed separately.
- Signature. The others all appear at the head of a letter and would be used to sort the mail. The signature appears at the bottom.
- Stationery drawers contain unused paper.
- Editor is a profession.
- Compliments slips are normally enclosed in external mail.
- An airdrop is when goods are dropped from an aircraft.
- Carbon paper is placed between two sheets of paper to produce duplicate copies.
- 'Money enclosed' would never be written on the outside of a package.
- Brochures are packed in large envelopes.
- Ream is a quantity of paper (500 sheets).
- A date stamp is used to write the date on mail received.

**Test 50**

1 concerning	9 grateful
2 delighted	10 hearing
3 Could	11 faithfully
4 let	12 sorry
5 ask	13 regret
6 assist	14 enclose
7 wishes	15 please
8 writing	

**Test 51**

1 except	10 economical
2 sensitive	11 notes
3 interested	12 passed
4 number	13 hoping
5 else	14 draft
6 save	15 check
7 receipt	16 its
8 sometime	17 personnel
9 advice	

**Test 52**

1 pm	8 max.
2 fig.	9 no.
3 assoc.	10 i.e.
4 etc.	11 approx.
5 e.g.	12 Aug.
6 Incl.	13 RSVP
7 encl.	14 miscellaneous, misc.

**Test 53**

Retirement	10, 6, 2
Birth	8, 7
Death	9, 4, 1
Wedding	3, 5

**Test 54**

two thousand three hundred and ninety-four	3
two three two three nine four	13
twenty-three centimetres	5
twenty-three thousand and ninety-four	16
twenty-third of March two thousand	6
two hundred and thirty-nine pounds forty	12
two point three nine four	9
twenty-three times ninety-four	1
twenty-three per cent	11
twenty-three slash ninety-four	14
two-thirds	7
twenty-three plus ninety-four ninety-four cents	10
twenty-three dollars	4
twenty-three degrees centigrade	2
twenty-three kilometres per hour	8
twenty minus three	15

**Test 55**

1 transaction
2 standing order
3 transfer
4 loan
5 interest

6 overdraft  
 7 batches, authorization  
 8 payee, beneficiary  
 9 branch  
 10 remittance  
 11 execution

**Test 56**

1 a)	11 a)
2 c)	12 b)
3 a)	13 d)
4 c)	14 a)
5 b)	15 b)
6 b)	16 c)
7 d)	17 b)
8 d)	18 a)
9 a)	
10 c)	

**Test 57**

1 pro forma invoice
2 credit
3 credit limit
4 overdue
5 stopped
6 bankrupt
7 cash discount
8 trade discount
9 bad debt
10 currency
11 exchange rate
12 commission

**Test 58**

First request: 9, 3  
 Second request: 8, 4, 7  
 Final demand: 2, 6, 1, 5

**Test 59**

Country	People	Language	Currency
Australia	Australian	English	Dollar
Canada	Canadian	English/ French	Dollar
China	Chinese	Chinese	Yuan Renminbi
Colombia	Colombian	Spanish	Peso
Egypt	Egyptian	Arabic	Pound
France	French	French	Euro
Germany	German	German	Euro
India	Indian	Hindi/ English	Rupee
Japan	Japanese	Japanese	Yen
Norway	Norwegian	Norwegian	Krone
Russia	Russian	Russian	Rouble
South Africa	South African	English/ Afrikaans	Rand
Switzerland	Swiss	German/ French/ Italian/ Rheeto Romansch	Franc
Turkey	Turkish	Turkish	Lira
USA	American	English	Dollar

**Test 60**

1 petrol	6 motor expenses
2 travel	7 £145
3 £28	8 £150
4 £10	9 £150
5 64	

# Word list

The numbers after the entries are the tests in which they appear.

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- absence 41
- accept 53
- acceptance 22
- accidental 6
- accommodation 18
- accounts 19
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- active 28
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- admitted 42
- advertisement 22
- advice 51
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- Afrikaans 59
- after 12
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- agreed 43
- air ticket 14
- airmail 48, 49
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- alphanumeric 26
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- a.m. 41
- American 59
- annual 45
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- any other business 41
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- appraisal 22
- approx 52
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- archives 27
- arrange 18
- ashtray 5
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- Australian 59
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- barcode 27
- based 20
- batch 55
- before 12
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- biannual 45
- bilingual 21
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- birth 53
- blamed 42
- blind 2
- block 5
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- bonus 56
- book 18
- bookcase 2
- boring 17
- bottle 4
- box 4

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